

1. APPLICATION OF TARIFF

1.1. INTRODUCTION

This Service Guide applies to the furnishing of Insight Service, defined herein, by Insight Phone of Ohio, LLC d/b/a Insight Phone (hereinafter referred to as the “Company”). Insight Service is furnished for the use of end users in placing and/or receiving local telephone calls within a Local Calling Area or in placing intrastate calls within the state of Ohio. Services, features, and functions will be provided where facilities, including but not limited to billing and technical capabilities, are available. Rates and regulations regarding Basic Local Exchange Service are provided in this Service Guide and in Insight Tariff No. 3, <http://www.insightcom.com/tariffs.htm>.

In addition to the regulations and charges herein, this Service Guide is subject to specific regulations as may be prescribed by Public Utilities Commission of Ohio.

1.2. LOCAL SERVICE

The provision of Insight Local Service is subject to existing regulations and terms and conditions specified in this Service Guide as well as in the Company’s Tariffs or other Service Guides, and may be revised, added to, or supplemented by superseding issues.

1.2. MESSAGE TELECOMMUNICATION SERVICE

Message Telecommunications Service (MTS), also know as long distance service, applies to all toll calls made between two or more rate centers that are furnished or made available by the Company over facilities within the state. MTS provides telecommunication beyond the local serving area and covers the service furnished between the calling and called stations. MTS Service is available to customers located within the Company’s service area who subscribe to Insight Local Service.

Charges for MTS calls are determined by the class of the call and the duration of the call. The total amount of the call will be rounded to the nearest cent if the computed rate of the call results in a fractional charge.

Charges for MTS calls apply to all intrastate intraLATA and interLATA calls, all times of day, seven days a week.

2. GENERAL REGULATIONS

The Company will comply with all of the Commission's Minimum Telephone Service Standards set forth in the Ohio Administrative Code (O.A.C.). Service is also provided in accordance with the Commission's telephone service requirements as set forth on the Telephone Service Requirements Form.

2.1. UNDERTAKING OF THE COMPANY

2.1.1. GENERAL

The Company undertakes to provide the services offered in this Service Guide on the terms and conditions and at the rates and charges specified herein.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week. For the purpose of computing charges in this Service Guide, a month is considered to have 30 days.

Services, features and functions will be provided where facilities, including but not limited to billing capability and technical capability, are available without unreasonable expense to the Company, as determined in the Company's sole discretion.

2.1.2. TERMS AND CONDITIONS

Customers may be required to enter into written service orders that may contain or reference a specific description of the service ordered, the rates to be charged, and the terms and conditions in this Service Guide. The customer may also be required to execute any other documents as may reasonably be requested by the Company in connection with the provisioning of local service, such as medical certificates or third party verifications.

Service will be provided on a month-to-month basis at the then current rates unless terminated by either party. Any termination shall not relieve the customer of the obligation to pay any charges incurred under the service orders, if any, and this Service Guide prior to termination. The customer's rights and obligations incurred under this Service Guide, which by their nature extend beyond termination of service, shall survive such termination; e.g., usage charges billed after termination is requested.

2. GENERAL REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.3. PROVISION OF EQUIPMENT AND FACILITIES (CONT'D)

- G. Equipment that the Company provides or installs at a customer premises for use in connection with the telephone services shall remain the property of the Company. If the customer cancels service or the Company lawfully terminates, discontinues, suspends or refuses to continue providing service to the customer, the Company has the right to recover this equipment. The Company shall contact the customer for permission to enter the customer's premises to remove this equipment and the customer shall not unreasonably refuse such entry. If the customer refuses to allow removal of this equipment, the customer shall be liable to the Company for the actual cost of the equipment plus administrative costs and attorney's fees. These fees may be added to the customer's telephone bill and the customer agrees to pay these fees. The customer shall assume responsibility for any and all such unrecovered equipment.
- H. The Company, is not obligated to provide service to a household under any name if an outstanding bill exists at the address and the person responsible for that bill still resides at the address.

2. GENERAL REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.4. RELEASE OF INFORMATION TO CARRIERS

The Company will provide information to a Carrier who needs the information for allocation, billing or service purposes in compliance with all State and Federal requirements applicable to Customer Proprietary Network Information (CPNI).

2.1.5. CUSTOMER EQUIPMENT

A customer may transmit or receive information or signals via the facilities of the Company by use of customer-provided equipment.

A. Station Equipment

Customer-provided terminal equipment on the customer premises, and the electric power consumed by such equipment, shall be provided by and maintained at the expense of the customer. Additionally, the customer shall maintain the Company-provided equipment, and the electric power consumed by such equipment, shall be at the expense of the customer.

The customer is responsible for ensuring that customer-provided equipment connected to Company equipment and facilities is compatible with Company equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation or maintenance of such equipment and wiring must be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. If the Company reasonably determines that additional protective equipment is required to prevent such damage or injury, it shall be provided at the customer's expense.

B. Inspections

Upon reasonable notification to the customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the customer is complying with the requirements specified in this Service Guide.

If the customer fails to comply with the protective requirements described in A., above, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company may deny service when the customer (a) subjects Company or non-Company personnel to hazardous conditions, or (b) acts in a way that may cause immediate harm to the local network or other Company services

2. GENERAL REGULATIONS

2.1. UNDERTAKING OF THE COMPANY (CONT'D)

2.1.6. ABUSE AND FRAUDULENT USE

Service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. The Company may, immediately and upon written notice to the customer, discontinue or suspend, or refuse to furnish any and/or all service(s) without incurring any liability if the Company deems that such action is necessary to prevent or to protect against abuse or fraud or to otherwise protect its personnel, agents, facilities, assets or services.

Except for willful misconduct, the discontinuance or suspension of service by the Company does not relieve the customer of any obligation to pay the Company for charges due and owed for service furnished up to the time of discontinuance or suspension.

A. Abuse

The abuse of service is prohibited. The following activities constitute abuse:

1. Using the service to make calls that might reasonably be expected to frighten, abuse, torment, or harass another.
2. Using the service in such a way that it interferes unreasonably with the use of the service by others.

B. Fraudulent Use

The fraudulent use of, or the intended or attempted fraudulent use of, the service is prohibited. The following activities constitute fraudulent use:

1. Rearranging, tampering with, or making connections not authorized by this Service Guide to any service components used to furnish local service.
2. Using the service with the intent of gaining access to another customer's outbound calling capabilities on an unauthorized basis.
3. Using fraudulent means or devices, tricks, schemes, false or invalid numbers, false representation, false credit devices or electronic devices to defraud or mislead callers.
4. Refusing to provide, or providing false information to the Company regarding the customer's identity, address, credit worthiness, current or past use of telecommunications services or its planned use of the Company's service.
5. Refusing to provide payment or guarantor for the payment for service(s), advance payments where special construction is involved, or deposits, as specified in this Service Guide.

2. GENERAL REGULATIONS

2.2. LIABILITY OF THE COMPANY

2.2.1. SERVICE LIABILITY

- A. The Company's liability, if any, for its gross negligence or willful misconduct is not limited by this Service Guide. With respect to any other claim or suit by a customer or by any others, for direct or consequential damages associated with the installation, provision, billing and collection, termination, maintenance, repair or restoration of a service, and subject to the provisions following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. The liability for damages shall be in addition to any amounts that may otherwise be due the customer under this Service Guide as a Credit Allowance for Interruptions.
- B. The Company is not liable for any act or omission of any other communications carrier, other service provider or other entity or person that furnishes a portion of a service or facility required to provide the service or portion thereof.
- C. The Company is not liable for damages to a premises resulting from the furnishing of service including the installation and removal of equipment or facilities and associated wiring, unless the damage is caused by the Company's negligence.
- D. The Company shall be indemnified, defended, and held harmless against any claim, loss or damage arising from the use of service offered under this Service Guide, involving:
 1. Claims for libel, slander, invasion of privacy, or infringement of copyright arising from any communication;
 2. Claims for patent infringement arising from the customer or authorized user combining or using the service furnished by the Company in connection with facilities or equipment furnished by others; or
 3. All other claims arising out of any act or omission of others in the course of using services provided pursuant to this Service Guide.
- E. The Company does not guarantee or make any warranty with respect to its services when used in an explosive atmosphere. The customer shall indemnify, defend, and hold harmless the Company from any and all claims by any person relating to the services so provided.

2. GENERAL REGULATIONS

2.2. LIABILITY OF THE COMPANY (CONT'D)

2.2.1. SERVICE LIABILITY (CONT'D)

- F. No license under patents or copyright (other than the limited license to use) is granted by the Company or shall be implied or arise by estoppel, with respect to any service offered under this Service Guide. The Company will defend the customer and authorized user against claims of patent infringement arising solely from the use by the customer or authorized user of services offered under this Service Guide and will indemnify such customer or authorized user for any damages awarded based solely on such claims.
- G. The Company's failure to provide or maintain services under this Service Guide shall be excused by labor difficulties, facility availability, governmental orders, civil commotion, preemption of existing services to restore services in compliance with Part 64, Subpart D, Appendix A, of the F.C.C.'s Rules and Regulations, acts of God and other circumstances beyond the Company's reasonable control.
- H. The Company's facilities are not suitable for use in the provision of dedicated alarm or emergency services, and the Company does not in any way guarantee the reliability of its services if used for the provision of dedicated alarm or emergency services.

2.2.2. TEMPORARY SUSPENSION FOR REPAIRS

The Company shall have the right to make necessary repairs or changes in its facilities at any time and will have the right to suspend or interrupt service temporarily for the purpose of making the necessary repairs or changes in its system. When such suspension or interruption of service for any appreciable period is necessary, the Company will provide the affected customers with reasonable notice thereof, as circumstances permit. If practicable, the Company will perform the work at times that will cause the customer the least inconvenience. When the Company is repairing or changing its facilities, it shall take appropriate precautions to avoid unnecessary interruptions of communications of the customer's service.

2.2.3. CREDIT ALLOWANCE FOR INTERRUPTIONS

The Company will comply with the Commission's Minimum Telephone Service Standards with regards to credit allowance for interruptions.

2. GENERAL REGULATIONS

2.2. LIABILITY OF THE COMPANY (CONT'D)

2.2.4. LIMITATION OF LIABILITY

A. Unauthorized Computer Intrusion

With respect to any other claim or suit by a subscriber, common carrier, reseller, or any other party for damages caused by, or associated with, any unauthorized computer intrusion, including but not limited to the input of damaging information such as a virus, time bomb, any unauthorized access, interference, alteration, destruction, theft of, or tampering with, a Company computer, switch, data, database, software, information, network or other similar system, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge by the Company for the service for the period during which the service provided by the Company was affected or so utilized.

Each subscriber of the Company shall be responsible for providing appropriate security measures to protect the subscriber's computer, data, or telecommunications network.

B. Transmission of Data

The Company shall not be held liable for any damage, harm or loss of data caused by the subscriber using the Company's voice-grade telephone access lines and/or facilities for the transmission of data. The Company's liability shall be limited to errors or damages to the transmission of voice messages over these facilities, and the liability shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.

C. Unauthorized Devices

The Company shall not be held liable or responsible for any damage or harm that may occur as the result of unauthorized devices or the failure of the Company to detect unauthorized devices on the subscriber's line.

2. GENERAL REGULATIONS

2.3. OBLIGATIONS OF THE CUSTOMER

2.3.1. RESPONSIBILITY OF THE CUSTOMER

The customer shall be responsible for:

- A. The payment of all applicable charges;
- B. Damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the customer, or the noncompliance by the customer with these regulations, or by fire or theft or other casualty on the customer premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C. Obtaining, maintaining, and otherwise having full responsibility for all easements necessary for installation of any associated equipment or facilities used to provide local service to the customer from the property line to the location of the equipment installed on the customer's premises. Any costs associated with obtaining and maintaining the easements described herein including the costs of altering the structure to permit installation of the Company-provided equipment or facilities shall be borne entirely by, or may be charged by the Company to the customer;
- D. Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees, agents and/or suppliers shall be installing or maintaining the Company's facilities and equipment. The Company reserves the right to refuse to install its equipment in a hazardous area. The customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work;
- E. Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to the location of Company facilities and equipment in any customer premises or the easements for which the customer is responsible under this Section; and granting or obtaining permission for Company agents or employees to enter the premises of the customer for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company; and
- F. Not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities.

2. GENERAL REGULATIONS

2.3. OBLIGATIONS OF THE CUSTOMER (CONT'D)

2.3.2. CLAIMS

With respect to any service or facility provided by the Company, the customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses for:

- A. Any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the customer, its employees, agents, representatives or invitees; or
- B. Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the customer and the Company.

2. GENERAL REGULATIONS

2.4. PAYMENTS AND CHARGES

2.4.1. ESTABLISHMENT AND REESTABLISHMENT OF CREDIT

The Company may require customers to establish financial responsibility as a condition precedent to establishing service. Both may rely on pertinent information obtained from credit reporting bureaus in determining whether creditworthiness need be established. However, a customer cannot be denied service, on creditworthiness grounds, unless the customer has been provided an opportunity to establish financial responsibility through every means available for doing so provided for in O.A.C. 4901:1-5 and 4901:1-17. In no event shall local exchange service be denied to any local exchange service customer on grounds that the customer has failed to pay for a type of service other than local exchange service.

A customer whose service has been discontinued for non-payment will be required to pay such debt or make other arrangements satisfactory to the Company.

If service is established and it is subsequently determined that the customer or applicant is indebted to the Company for the same service previously furnished, the Company may suspend or terminate the service until satisfactory arrangements have been made for the payment of the prior indebtedness.

2.4.2. BILLING AND COLLECTION

The customer is responsible for payment of all charges for equipment or facilities and services furnished by the Company to the customer.

The Company will comply with the Commission's Minimum Telephone Service Standards with regards to subscriber billing.

The Company will establish a monthly billing date for each customer account. The Company will bill the customer directly each month for all charges incurred by and credits due to the customer under this Service Guide. Recurring charges are billed monthly, in advance of the month(s) in which service is provided, except for usage sensitive charges, which will be billed monthly for the preceding billing period. Bills are due upon receipt, and payment must be received no later than the payment due date shown on the bill.

2. GENERAL REGULATIONS

2.4. PAYMENTS AND CHARGES (CONT'D)

2.4.2. BILLING AND COLLECTION (CONT'D)

When the customer's service does not begin on the first day of the billing cycle or end the last day of the billing cycle, the charge for the fraction of the billing cycle in which service was furnished will be calculated on a pro rata basis, or a bill credit may be applied for the fraction of the billing cycle in which service was not furnished.

Partial payments applied towards any past due amount on a bill or the balance due on a disconnection notice shall be apportioned to past due regulated local service charges, then to any current local charges, before being applied to any toll or non-regulated charges unless the customer pays the entire amount past due or more. In that case any amount paid over the amount past due shall be applied first to current local charges.

2.4.3. BILLING DISPUTES

The customer is responsible for notifying the Company either orally or in writing of any charges in dispute and the specific basis of such dispute. All charges not in dispute shall be paid by the customer by the payment due date. Upon notification of a dispute, the Company shall undertake an investigation of the disputed charges,. At the conclusion of the investigation, the Company shall notify the customer of any amount determined by the Company to be correctly charged and such amount shall become immediately due and owing.

2.4.4. ADVANCE PAYMENTS

The Company may require a customer to make an advance payment as a condition of continued or new service where special construction is involved. The Company reserves the right to require from an applicant for service advance payments of recurring and nonrecurring charges, estimated usage charges, and other charges and guarantees in such amount as may be deemed necessary by the Company for safeguarding its interests. The advance payment will not exceed an amount equal to the sum of the applicable nonrecurring charges plus charges for one month of service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction.

2. GENERAL REGULATIONS

2.4. PAYMENTS AND CHARGES (CONT'D)

2.4.5. DEPOSITS

The Company may require a deposit of a customer who cannot establish a credit standing satisfactory to the Company. The Company agrees to abide by the regulations associated with customer deposits.

The fact that a deposit may have been made in no way relieves the applicant or subscriber from complying with the Company's regulations as to the prompt payment of bills or constitutes a waiver or modification of the regular practices providing for discontinuance of service for non-payment of any sums due the Company for service rendered.

2.4.6. RETURNED CHECK CHARGE

The customer will be assessed a Returned Check Charge for each check, draft, or electronic funds transfer, in addition to any late payment charges, submitted by the customer to the Company which a financial institution refuses to honor. This charge will apply unless the customer can establish that the charge should not be assessed.

CHARGE
\$30.00

2.4.7. GUARANTORS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding third-party guarantors

2.4.8. HANDLING OF CUSTOMER COMPLAINTS

The Company will comply with the Commission's Minimum Telephone Service Standards regarding customer complaints.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES

2.5.1. CANCELLATION OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding cancellation of service..

A Cancellation of Application for Service

When a customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below:

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

The special charges described above will be calculated and applied on a case-by-case basis.

B. Cancellation of Service

If a customer cancels a service order or terminates service before the completion of the term for any reason whatsoever, the customer agrees to pay to the Company the following:

1. All nonrecurring charges reasonably expended by the Company to establish service to the customer;
2. Any disconnection, early cancellation, or termination charges reasonably incurred and paid to third parties by the Company associated with Special Construction;
3. All recurring charges specified in the applicable Tariff or Service Guide for the balance of the then current month, prorated for the fraction of the billing cycle in which service was furnished; and
4. Any other charges specified in this Service Guide or in the service order for such early cancellation or termination.

The above sums shall become due and owing as of the effective date of the cancellation or termination and be payable as specified in this Service Guide.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)

2.5.2. DISCONTINUATION OF SERVICE

The Company will comply with the Commission's Minimum Telephone Service Standards regarding denial or discontinuation of service.

- A. Local service may only be disconnected for subscriber nonpayment of charges for local services regulated by the Commission. For purposes of this regulation, local service is defined as every regulated service provided by the Company other than toll service and 900 and 976-like services.
- B. Toll service may be disconnected for subscriber nonpayment of toll service, subject to the following conditions:
 - 1. Toll disconnection procedures will comport with all applicable billing, notice, credit/deposit, and disconnection standards.
 - 2. The Company may enforce the commission-approved disconnection procedures of a separate provider of toll services pursuant to a contract entered into between the Company and the separate toll service provider.
- C. Partial payments applied toward any past due amount on a bill or the balance due on a disconnection notice will be apportioned to past due regulated local service charges, then to any current local charges, before being allocated to any toll or non-regulated charges, unless the subscriber pays the entire amount past due or more. In that case any amount paid over the amount past due shall be applied first to current local charges.
- D. The Company will notify, or attempt to notify through any reasonable means, a subscriber before service is refused or disconnected when any of the following conditions exist:
 - 1. A violation of or noncompliance with the Company's rules or tariffs on file with the commission;
 - 2. A failure to comply with municipal ordinances or other laws pertaining to telecommunications services; or
 - 3. A refusal by the subscriber to permit the Company access to its facilities.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)

2.5.2. DISCONTINUATION OF SERVICE (CONT'D)

- E. The Company will notify or attempt to notify through any reasonable means, the subscriber before service is disconnected when the subscriber has committed a fraudulent practice as set forth and defined in its Service Guides or tariffs on file with the commission.
- F. The Company will not disconnect the local or toll service of a subscriber who pays the Company the total amount due (or an amount agreed upon between the Company and the subscriber) on his/her account by the close of business on the disconnection date listed on the disconnection notice.
- G. No notice is required prior to disconnection when:
 - 1. An emergency may threaten the health or safety of a person, or the local service provider's distribution system. If service is disconnected, the Company shall act promptly to restore service as soon as possible;
 - 2. A subscriber's use of telecommunications equipment adversely affects the Company's equipment, its service to others, or the safety of the Company's employees or subscribers; or
 - 3. A subscriber tampers with facilities or equipment owned by the telecommunications provider.
- H. If a subscriber or a member of the subscriber's household demonstrates that disconnection of service would be especially dangerous to his/her health, the Company will consider this circumstance when offering extended payment arrangements to avoid disconnection. Payment arrangements shall be offered regardless of the credit class of the subscriber.
- I. When a residential subscriber's local service is disconnected for nonpayment, the Company will maintain the subscriber's access to emergency services for a period of at least fourteen (14) days following such disconnection.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)

2.5.2. DISCONTINUATION OF SERVICE (CONT'D)

- J. Local service will not be refused or disconnected to any applicant or subscriber for any of the following reasons:
 - 1. Failure to pay for service furnished to a former subscriber unless the former subscriber and the new applicant for service continue to be members of the same household;
 - 2. Failure to pay for a different class of service. Residential service may not be denied or disconnected for nonpayment of a nonresidential account and vice versa;
 - 3. Failure to pay any amount which is in bona fide dispute. The company may not disconnect service if the subscriber pays either the undisputed portion of the bill or where the disputed amount is in question, the subscriber pays the amount paid for the same billing period in the previous year; or
 - 4. Failure to pay any non-regulated service charges.
- K. Payment schedule and disconnection procedures for nonpayment.
 - 1. A subscriber's bill shall not be due earlier than fourteen (14) days from the date of the postmark on the bill. If the bill is not paid by the due date, it then becomes past due.
 - 2. The Company shall not disconnect the service:
 - a. Sooner than fourteen (14) days after the due date of the bill; and
 - b. Without sending a written notice of disconnection, postmarked at least seven (7) days prior to the date of disconnection of service.
 - 3. The Company may disconnect service during its normal business hours; however, no disconnection for past due bills may be made after 12:00 P.M. on the day preceding a day that all services necessary for reconnection are not available.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)

2.5.2. DISCONTINUATION OF SERVICE (CONT'D)

- L. A notice of disconnection for nonpayment shall include the requirements as set forth in Commission rules).
- M. Reconnection of local and toll service.
 - 1. Unless prevented by circumstances beyond the Company's control or unless a subscriber requests otherwise, the Company will reconnect previously disconnected service by 5:00 P.M. on the next business day following either:
 - a. Receipt by the Company or its authorized agent of the full amount in arrears for which service was disconnected, or upon verification by the Company that conditions which warranted disconnection of service have been eliminated; or
 - b. Agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan.
 - 2. Before restoring service under this rule, the Company will not insist upon payment of any amount that has not been included on a notice of disconnection.
- N. When a customer purchases a package or bundle of services that includes both basic local exchange service, which may include other regulated services, and toll service and/or any non-regulated products or services, and the customer fails to submit timely payment for the entire package or bundle, whether by non-payment or by partial payment, the Company may discontinue the provision of any regulated and non-regulated products or services included in the package, other than basic local exchange service, if payment is sufficient to cover basic local exchange service. The Company may charge the customer for basic local exchange service at the tariffed rate for stand-alone basic local exchange service.

A notice of disconnection for nonpayment shall state the total amount due to avoid discontinuance of the package, as well as the total amount due to avoid discontinuance of the basic local exchange service component of the package. In no event shall a customer be charged more than the price of the package or bundle of services. Further, the customer shall be entitled to add, change or discontinue any regulated services provided according to the Company's normal procedures for adding, changing or discontinuing such services.

2. GENERAL REGULATIONS

2.5. CANCELLATION, DISCONTINUATION AND CHANGES (CONT'D)

2.5.3. CHANGES IN SERVICE

If the customer makes or requests material changes in service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the customer's installation fee shall be adjusted accordingly. However, residential customers may, within 60 days of the date of initiation of service, change their type of service without charge.

2.5.4. RESTORATION OF SERVICE

Unless prevented by circumstances beyond the Company's control or unless a customer requests otherwise, the Company will reconnect previously disconnected service by 5:00 P.M. on the next business day following either:

- A. Receipt by the Company or its authorized agent, of the full amount in arrears for which service was disconnected; or
- B. Agreement by the Company and the subscriber on a deferred payment plan and a payment, if required, under the plan; or
- C. Verification by the Company that conditions which warranted disconnection of service have been eliminated.
- D. The amount of payment required for service restoration will not exceed that which was included in the notice of disconnection.

2.5.5. ASSIGNMENT OR TRANSFER OF SERVICE

The customer may not assign or transfer its rights or duties in connection with the services and equipment or facilities provided by the Company without the written consent of the Company. The Company may assign its rights and duties (a) to any subsidiary, parent Company, or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company. The above transactions shall be approved by the Public Utilities Commission of Ohio.

2.6. PROVISION FOR CERTAIN LOCAL TAXES AND FEES

This information is contained in Insight's Telephone Service Requirements Form.

2. GENERAL REGULATIONS

2.7. NOTICES AND COMMUNICATIONS

All notices or other communications required to be given pursuant to this Service Guide will be in writing except where notice is provided in this Service Guide. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication, or bill with the U.S. Mail or a private delivery service, postage prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

The Company or the customer shall advise the other party of any changes to the addresses designated for notices, other communications, or billing.

2.8. SPECIAL CONSTRUCTION

Subject to the agreement of the Company and to all of the regulations contained in this Service Guide, special construction of facilities may be undertaken on a reasonable effort basis at the request of the customer. Special construction is construction undertaken:

- where facilities are not presently available, and there is no other requirement for the facilities so constructed; or
- of a type other than that which the Company would normally utilize in the furnishing of its services; or
- over a route other than that which the Company would normally utilize in the furnishing of its services; or
- in a quantity greater than that which the Company would normally construct; or
- on an expedited basis; or
- on a temporary basis until permanent facilities are available; or
- involving abnormal costs; or
- in advance of its normal construction.

3. SERVICE AREAS

3.1. LOCAL SERVING AREA

The Company offers service where facilities are available within the state of Ohio.

3.2. LOCAL CALLING AREA

The Company concurs in the local calling areas and maps filed by the incumbent Local Exchange Companies.

4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.1. GENERAL

The Company's service is subject to nonrecurring service charges that apply to customer requests for connecting, moving or changing service. These charges are in addition to any other scheduled rates and charges that would normally apply under this Service Guide or in Insight Tariff No. 3, <http://www.insightcom.com/tariffs.htm>.

Charges for the connection, move or change of service will apply for work being performed during the Company's normal business hours. If the customer requests that overtime labor be performed at a premises on the day or days of the week other than normal work hours or on holidays, or interrupts work once has it begun, an additional charge may apply based upon the additional cost involved. All changes in location of the customer's service from one premises to another, except as otherwise provided in this Section, are treated as new service connections with the appropriate Service Charges applying.

4.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

4.2.1. DESCRIPTION OF CHARGES

A Service Connection Charge or Line Activation Charge applies when a customer requests establishment of new service. The requirement to install certain facilities or equipment, or the presence of such facilities or equipment, will determine whether the Service Connection Charge or the Line Activation Charge will apply.

Customers may select a deferred payment arrangement for the payment of local residential service installation charges. A deferred payment arrangement will allow such charges to be paid to the Company over a three-month period of time after installation.

- A. The Service Connection Charge applies per occurrence for the initial or subsequent installation of facilities and equipment, and to any change of location of such facilities and equipment.
- B. The Primary Line Activation Charge applies per occurrence where existing facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies in lieu of the Primary Line Activation Charge.

4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.2. SERVICE CONNECTION AND LINE ACTIVATION CHARGES (CONT'D)

4.2.1. DESCRIPTION OF CHARGES (CONT'D)

- C. The Additional Line Activation Charge applies per occurrence for additional lines where existing facilities and equipment (with sufficient capacity to meet the activation requirement) are available. Where existing facilities are not available, a Service Connection Charge applies. The Additional Line Activation Charge will be waived if the Service Connection Charge or Primary Line Activation Charge applies.
- D. The Line Restoration Charge will apply on each line to be restored after disconnection for non-payment of charges.
- E. The Service Dispatch Charge will apply for any subsequent request to add or modify facilities after initial installation.

4.3. SERVICE CHANGE CHARGES

4.3.1. DESCRIPTION OF CHARGES

Service Change Charges apply per line when a customer requests a change in existing service.

- A. Telephone Number Change - A charge applies to each customer-requested change in telephone number.
- B. Feature Change Charge - Applies to an existing line when the customer requests to add or change a standard feature. This charge is assessed per access line for each occurrence.
- C. Primary Interexchange Carrier (PIC) Change Charge - Information about PIC change charges is included in Insight's Telephone Service Requirements Form. The company will waive one-half of the intraLATA PIC Change Charge when such changes are performed simultaneously with an interLATA PIC change.

4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.3. SERVICE CHANGE CHARGES (CONT'D)

4.3.1. DESCRIPTION OF CHARGES (CONT'D)

- D. Move Change Charge - The customer will be assessed a Move Change Charge for the disconnection of existing equipment at one location and reconnection of the same equipment at a new location within the same local exchange area. Service Dispatch charges may also apply.

4.4. REPAIR AND MAINTENANCE PREMISES VISIT CHARGES

A repair trip charge may apply when a customer refuses to use the Network Interface Device (NID) and the trouble is found to be with the customer's inside wire or equipment. The trip charge will not apply if the customer does not have a NID, the Company does not explain the use of the NID, or the trouble is found to be with the Company's service.

4.4.1. DESCRIPTION OF CHARGES

Repair and Maintenance Premises Visit Charges will apply per customer order for all work or services ordered to be provided at one time on the same premises, for the same customer. An initial visit charge applies for the first hour of work or fraction thereof, and an additional charge will apply per each additional half hour increment or fraction thereof.

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4. SERVICE CONNECTION AND MAINTENANCE CHARGES

4.5. RATES AND CHARGES

**NONRECURRING
CHARGE**

1. SERVICE CONNECTION AND LINE ACTIVATION CHARGES

A. Service Connection Charge	\$60.00
B. Primary Line Activation Charge	\$25.00
C. Additional Line Activation Charge	\$30.00
D. Line Restoration Charge after disconnection for non-payment, per line	\$45.00
E. Service Dispatch Charge (subsequent to initial installation)	\$45.00

2. SERVICE CHANGE CHARGES

A. Telephone Number Change	\$20.00
B. Feature Change Charge	\$5.00
C. PIC Change Charge (OutPICs only)	\$5.00
D. Electronic PIC Change Charge (OutPICs only)	\$1.25
E. Move Change Charge	\$15.00

3. REPAIR AND MAINTENANCE CHARGES

A. Initial Hour, or fraction thereof	\$44.95
B. Each Additional ½ Hour, or fraction thereof	\$20.00

5. MESSAGE TELECOMMUNICATIONS SERVICE

5.0. GENERAL

The following Long Distance Usage Offers are available to customers who have subscribed to Local Service, as provided under Insight Local Service Tariff P.U.C.O. No. 3. Customers must be presubscribed to the Company for both IntraLATA and InterLATA long distance.

Offers are subject to monthly recurring charges and/or per minute usage, on a per access line basis.

5.1. BLOCK-OF-TIME OFFERS - GRANDFATHERED

The following offers are Grandfathered and are only available to customers who subscribed to the offers prior to July 1, 2007 and who have not initiated any change to their account.

The following Block-of-Time plans provide the customer with a specified amount of long distance 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, 900/976 Information Service Provider calls, 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. Additional intrastate long distance usage will be rated on a per minute basis. 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.

5. MESSAGE TELECOMMUNICATIONS SERVICE

5.1. BLOCK-OF-TIME OFFERS - GRANDFATHERED (CONT'D)

A. 180 Minute Block of Time Offer- GRANDFATHERED

Offer provides the customer with 180 minutes of domestic direct dialed long distance calling and/or direct dialed 1+ calling to Canada per monthly billing period. For an additional monthly charge, Customer's subscribing to the 180 Minute Block of Time may add the Unlimited Usage Add -On Offer, described below.

Unlimited Usage Add-On Offer (Grandfathered) - The Unlimited Usage Add-On Offer is available to customer's 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 and all other applicable recurring charges, the Company will provide, in lieu of the 180 Minute allocation of usage, unlimited domestic direct-dialed 1+ interstate and intrastate long distance usage, and unlimited direct-dialed 1+ calling to Canada.

B. 300 Minute Block-of-Time Offer - GRANDFATHERED

Offer provides the customer with 300 minutes of domestic direct dialed long distance calling and/or direct dialed 1+ calling to Canada per monthly billing period.

5.2. "BY THE MINUTE" OFFER

The "By the Minute" offer provides the customer with long distance calling rated on a per minute basis.

5.3. FIVE CENT OFF PEAK PLAN

The Five Cent Off-Peak Plan provides customers with peak and off-peak Dial Station rates for a fixed monthly recurring charge. Peak rates apply every day from 7:00 AM through 6:59 PM; off-peak rates apply every day from 7:00 PM through 6:59 AM.

5. MESSAGE TELECOMMUNICATIONS SERVICE

5.4. UNLIMITED USAGE OFFER

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

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

This plan cannot be used for any use inconsistent with residential voice service and such use is limited to the customer, members of the customer's household and occasional guests. The use of the service for business purposes, commercial applications, resale, internet access (other than limited residential usage), call center services, facsimile broadcasting, telemarketing, multi-party conference calls, 900 numbers or other non-residential usage is prohibited. In addition, the use of auto dialers, polling devices, and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited.

The monthly rate for this plan does not include calls to 900 numbers, directory assistance calls, calling card calls, operator services, international calling, taxes, surcharges, fees, subscriber line and/or installation charges and such shall be charged separately.

The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this offer. For the purpose of this plan, typical residential usage is presumed to be total usage that does not exceed 5,000 minutes per month of intrastate and/or interstate service and unlimited direct dialed 1+ to Canada. Other indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, and other calling-pattern data. If the usage threshold is reached or the Company determines that a customer's calling patterns indicate usage that is not consistent with typical residential customer usage, the Company will notify the Customer that the usage does not appear to be typical residential usage. The Company will allow the Customer an opportunity to discuss options such as an alternative plan.

The Company reserves the right to move a Customer on this plan to an alternative plan or temporarily restrict or suspend the plan or the ability to place prohibited calls if the Company determines that the Customer's usage on the plan does not resemble typical residential usage. In order to be eligible for this plan the Company must be able to verify that the Customer continues to meet these eligibility requirements. Customers who no longer meet these eligibility requirements will no longer be eligible for this plan and will be placed on an alternative plan or will have their service suspended, restricted or cancelled upon notice by the Company. Participation may be terminated for customers who utilize the service in a manner or for a purpose other than those described herein.

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5. MESSAGE TELECOMMUNICATIONS SERVICE

5.5. RATES AND CHARGES

	<u>MONTHLY CHARGE</u>
Monthly Recurring Charges:	
180 Minute Block-of-Time Offer - Grandfathered	12.00
300 Minute Block-of-Time Offer - Grandfathered	18.00
By the Minute” Offer	3.00
Unlimited Usage Add-On Offer – Grandfathered	10.00
Unlimited Usage Offer	22.00
<u>RATE PER MINUTE OF USE</u>	
Block-of-Time Offers	
Each additional minute over the initial offering	
IntraLATA	0.07
InterLATA	0.07
By-The-Minute Offer	
IntraLATA	0.07
InterLATA	0.07
<u>MONTHLY</u>	<u>RATE PER MINUTE OF USE</u>
	<u>CHARGE</u>
	<u>PEAK</u>
	<u>OFF-PEAK</u>
Five Cent Off Peak Plan	\$3.00 \$0.09 \$0.05

5. MESSAGE TELECOMMUNICATIONS SERVICE

5.6. BASIC DIAL STATION LONG DISTANCE

Customers who subscribe to local service, are presubscribed to the Company for IntraLATA and/or InterLATA long distance, and have not selected a Long Distance plan will receive following Basic Dial Station Long Distance rates:

Dial Station charges will apply when the customer dials the desired telephone number without the assistance of a Company Operator and the call is billed to the calling number. This includes calls forwarded by call forwarding equipment.

	<u>RATE PER MINUTE OF USE</u>
1. IntraLATA	\$0.12
2. InterLATA	0.12

6. OPERATOR SERVICE

6.1. OPERATOR ASSISTED SERVICES

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 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.

6.1.2. SERVICES

A. 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 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.

B. 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.

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6. OPERATOR SERVICE

6.1.3. CHARGES FOR INTRALATA AND INTERLATA OPERATOR ASSISTED CALLS

The following per-call service charge and per-minute usage rate applies to each IntraLata or InterLata operator assisted call.

	<u>RATE PER MINUTE OF USE</u>	<u>SERVICE CHARGE PER CALL</u>
Operator Station		
Collect	\$0.36	\$2.50
Billed to Third Number	\$0.36	\$2.50
Other Operator Assisted	\$0.36	\$2.50
Person-to-Person	\$0.36	\$4.80

6.1.4. CHARGES FOR LOCAL OPERATOR ASSISTED CALLS

The following per-call service charges applies to each Local operator assisted call.

	<u>SERVICE CHARGE</u>
Operator Station	
Collect \$1.10	
Billed to Third Number	1.50
Other Operator Assisted	1.10
Person-to-Person	3.00

6. OPERATOR SERVICE

6.2. DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished upon customer request for assistance in obtaining information for listings within the state. Customers will be charged for all requests including requests for listings that are not available or not found.

Directory Assistance charges apply on a per call basis, with a maximum of two requested telephone numbers allowed per call.

Calls completed through Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.

Charges will not be levied for Directory Assistance on an individual who affirms in writing to the Company that a visual or physical disability prevents them from using a telephone directory.

Rates and Charges:

Directory Assistance Service Charge – per call \$1.25

6. OPERATOR SERVICE

6.3. BUSY LINE VERIFICATION AND INTERRUPT SERVICE

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. The Operator will inform the calling party of the applicable charge prior to verifying the requested line.

Busy Line Verification and Interrupt Service rates apply to requests for verification and/or interruption of MTS calls within the state. A Busy Line Verification charge also applies for each Busy Line Interruption.

Rates and Charges per Use:

Busy Line Verification	\$2.00
Busy Line Interrupt	2.60

7. MISCELLANEOUS SERVICES

Miscellaneous Services are optional in nature and 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.

7.1. CUSTOM CALLING FEATURES

Optional Custom Calling features are available with the Company's 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.

7.1.1. OPTIONAL FEATURES

Customers may order any one or more of the following optional features for an additional monthly charge as specified in Section 7.2.3. Customers will be notified of charges for optional features that are available on a pay-per-use basis prior to use of those features.

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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. 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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

J. Caller ID

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 deactivated 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 different telephone numbers assigned to a single line. Each number when dialed will result in a distinctive ring that enables the customer to determine which number is being called. A monthly recurring charge will apply to each primary line number to which an additional number is assigned.

N. Distinctive Ring Service

This feature 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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. 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 customers 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 customers 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. Repeat Dialing Restrict

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

U. 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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

V. 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.

W. 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.

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.

7.1.2. FEATURE PACKAGES

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

A. Two Feature Package Includes Call Waiting and Caller ID.

B. Multi Feature Package

C. 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.

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7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.3. RATES AND CHARGES

In addition to the following rates, a nonrecurring Feature Change Charge, will apply when a customer requests a change in their selection of features

	<u>PER USE CHARGE</u>	<u>MONTHLY CHARGE</u>
A. Optional Features		
1. Anonymous Call Rejection	-	\$1.00
2. Call Forwarding Remote Access	-	\$5.00
3. Call Forwarding Selective	-	\$3.50
4. Call Forwarding Variable	-	\$3.50
5. Call Return	\$0.50	\$4.00
6. Call Return Blocking	-	-
7. Call Screening	-	\$7.00
8. Call Trace [1]	\$3.00	-
9. Call Waiting	-	\$3.50
10. Caller ID	-	\$8.00
11. Caller ID Blocking Per Line	-	-N/A
12. Caller ID Blocking Per Call	-	-N/A
13. Custom Ring Service	-	\$3.50
14. Distinctive Ring Service	-	\$4.00
15. LD Alert [2]	-	\$3.00
16. Prohibit Billed to Third Number Calls	-	N/A
17. Prohibit Collect Calls	-	N/A
18. Prohibit Billed to Third Number & Collect	-	N/A
19. Repeat Dialing	\$0.50	\$4.00
20. Repeat Dialing Restrict	-	-
21. Speed Dialing 8	-	\$3.25
22. Speed Dialing 30	-	\$3.75
23. Three-Way Calling	-	\$3.50
24. Call Forward Busy	-	\$1.00
25. Call Forward No Answer	-	\$1.00
B. Feature Packages		
1. Two Feature Package	-	\$11.00
2. Multi Feature Package	-	\$16.00

[1] Call Trace is not offered on a monthly basis and has no monthly cap.

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

7. MISCELLANEOUS SERVICES

7.2. 900/976 INFORMATION SERVICE BLOCKING

7.2.1. GENERAL

900/976 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.

7.2.2. 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.

7. MISCELLANEOUS SERVICES

7.3. TOLL RESTRICTION

7.3.1. GENERAL

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

7.3.2. 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 or Directory Assistance Call Completion 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

7.3.3. 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**

- A. Toll Restriction \$5.00 [1]

[1] This charge is currently waived.

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS

7.8.1. GENERAL

The Company will arrange for the customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier at no additional charge. The regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

7.8.2. REGULATIONS

- A. The listings of customers, either without charge or at the rate specified within this Service Guide 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. In the event the a subscriber's listing is omitted from the white pages of the telephone directory or lists an incorrect telephone number, the company shall issue the subscriber a credit for the equivalent of not less than three months' regulated local service charges. Such credit shall not apply in cases where the subscriber has provided such listing information after the deadline for directory publication. The subscriber shall be given the option of taking the credit or pursuing other remedies.
- D. The customer will receive a standard listing in the alphabetical section of the directory which serves the customer's location.
- E. A nonrecurring Directory Listing Change Charge will apply for any customer-requested change from listed to non-listed or non-published listing service, or from non-listed to non-published listing service.
- F. Upon disconnection of a line, for purposes other than nonpayment, the customer may request an announcement referring the caller to the customer's new number for up to three months from the date of disconnect.

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.3. 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 Service Guide. 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.

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.

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.4. 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 Service Guide. 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.

7.8.5. RATES AND CHARGES

	<u>MONTHLY CHARGE</u>
Additional Alphabetical Listing	\$1.80
Non-Published Number, each	\$1.10
Non-Listed Number, each	\$1.10
	<u>NONRECURRING CHARGE</u>
Directory Listing Change Charge	\$5.00

7.9 PORTING CHARGE

A Porting Charge will apply to port a phone number from another company to Insight.

Rate: \$10.00

8. CARRIER-TO-CARRIER

8.1. GENERAL

Insight Phone of Ohio, LLC will make all of its services available for resale to any other local exchange carrier on a non-discriminatory basis where facilities permit.

9. MISCELLANEOUS SERVICE ARRANGEMENTS

9.1. NON-EMERGENCY N11 DIALING SERVICE

The Company will provide translation of routing direction for direct dialed calls for N11 Non-Emergency services.

N11 Dialing Service is a three digit dialing arrangement available in specified areas for delivery of direct dialed local calls for general information, community information and referral services. N11 subscribers must comply with any FCC or State orders and rules pertaining to the provision of N11 service. The following N11 services may be available:

- 211 – Human Services Organizations (e.g., United Way, health-related services)
- 311 – Non-emergency city service calls
- 511 – Department of Transportation/traveler information

9.1.1. PROVISION OF SERVICE

- A. Service is available in areas in which Insight Phone provides local service, and as facilities permit.
- B. All requests for the designation of N11 abbreviated dialing must be approved by the Public Utilities Commission of Ohio. The Commission will designate N11 numbers based upon requirements and/or standards established by the FCC.
- C. Calls initiated in the local calling area of the subscriber to N11 numbers will be translated and routed to the subscriber's main telephone number.
- D. If a merger of local calling areas occurs, and a N11 exists in both areas, the N11 subscriber who established the service first in time will be entitled to retain the N11 number in the new, merged, local calling area.
- E. Service may not be transferred or sold to an unaffiliated entity.

9. MISCELLANEOUS SERVICE ARRANGEMENTS

9.1. NON-EMERGENCY N11 DIALING SERVICE (CONT'D)

9.1.2. SERVICE REQUIREMENTS AND CONDITIONS

- A. Access to N11 is only available through direct dialed calls. It is not available through: 1+, Operator Assisted, Credit Card, Third Party billing, Collect Calls, Inmate Service or 101XXXX.
- B. If a subscriber fails to establish service, or decides to discontinue service, the N11 number will be recalled and the number will be considered available for reassignment. If the network has been provisioned, nonrecurring charges will not be refunded or waived.
- C. Only one 7 or 10 digit toll free number may be used as the lead number per basic local calling area. All central offices within a local calling area must be pointed to the same 7 or 10-digit local number or one 10-digit toll free number.
- D. The subscriber is responsible for obtaining all necessary permission licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service and from all holders of copyrights, trademarks and patents used in connection with said service.
- E. The subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all liability, suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection with, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
- F. The subscriber shall comply with all applicable laws, rules, regulations and ordinances of any local, state, federal or regulatory agency having jurisdiction over its services and its request and designation for N11 service. Subscriber shall indemnify, protect, defend and hold the Company harmless from and against any and all costs, expenses or liability resulting from any violation or failure to comply with the foregoing.
- G. The Company may take all legal and practical steps to disassociate itself from N11 subscribers providing services whose business and/or public conduct is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.
- H. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities. The company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities.

9. MISCELLANEOUS SERVICE ARRANGEMENTS

9.1. NON-EMERGENCY N11 DIALING SERVICE (CONT'D)

9.1.3. RATES AND CHARGES

A. Service Establishment Charge

The Service Establishment Charge is a non-recurring charge that applies to each entity subscribing to N11 Service. A Service Establishment Charge will apply per N11 code translated.

B. Translation Fee

The Translation Fee is a non-recurring charge that applies per Rate Center for all rate centers included in the subscriber's calling area.

C. Rates

Service Establishment Charge	\$185.00
Translation Fee	120.00

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS -2010

10.1. MONTHLY RECURRING CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 during a Company initiated contact; or contact the company and request this promotion; and
- subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$43.00
Customer with Phone Service and High Speed Internet:	\$33.00
Customer with Phone Service and Basic/Classic Video Service:	\$27.00
Customer with Phone Service, Basic/Classic Video Service and High Speed Internet:	\$27.00

In addition, Customers subscribing to Phone Service and one or more other non-regulated services will receive a waiver of the non-recurring installation charge.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.2. ACTIVATION CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 during a Company initiated contact; or contact the company and request this promotion; and:
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack; and also subscribe to Insight High Speed Internet service; or
- enroll in this promotion between January 1, 2010 and December 31, 2010 during a Company initiated direct sales contact and
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack.

Eligible customers will receive a waiver of the Line Activation Charge.

This offer is not available to existing customers, employees of the Company, Lifeline Service customers or to former subscribers who have canceled service within the past thirty days.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.3. RESERVED FOR FUTURE USE

10.4. ADDITIONAL \$1.00 OFF DISCOUNT

Between January 1, 2010 and December 31, 2010 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption.

Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.5. PROMOTION (Z-10-1&2) (S-10-1&2)
(10ZPH43 – 10ZPHBB76)
(10SPH43 – 10SPHBB76)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for phone service, with a benefit period that has expired between January 1, 2010 and December 31, 2010, or completed one or two promotions for Phone Service and High Speed Internet Service that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$43.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.6. PROMOTION (Z-10-3)
(10ZCLPH63) (10SCLPH63)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed one or two Insight promotions for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$28.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.7. PROMOTION (Z-10-2 & 3) (S-10-2 & 3)
(10ZCLPH78 – 10ZBUN105)
(10SCLPH78 – 10SBUN105)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2010 and December 31, 2010, or completed one or two Insight promotions for Phone, High Speed Internet and Classic Video service that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$33.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.8. PROMOTION (Z -09-2 & 3) (S -09-2 & 3)
(10ZPH35 – 10ZPHBB63)
(10SPH35 – 10SPHBB63)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one or two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that has expired between January 1, 2010 and December 31, 2010; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$35.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.9. PROMOTION (Z-10-3) (S-10-3)
(10ZPH30 – 10SPH30)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one or two promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$30.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.10. PROMOTION (G-10-1 & 2)
(GPH46 – GPHBB80)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed three Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$46.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.11. PROMOTION (G-10-2 &3)
(GCLPH80 – GCLPHBB106)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed three Insight promotions, with a benefit period that has expired between January 1, 2010 and December 31, 2010, for phone service and Classic Video; or completed three promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$34.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.12. PROMOTION (G-10-2 & 3)
(GPH36 – GPHBB63)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three promotions for those services with a benefit period that has expired between January 1, 2010 and December 31, 2010; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$36.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.13. PROMOTION (G-10-3)
(GCLPH63)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed three promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$27.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

**10.14. PROMOTION (G-10-3)
(GPH31)**

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$31.00, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.15. PROMOTION (M-10-1 & 2)
(MPH46 – MPHBB82)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of **\$46.00**, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.16. PROMOTION (M-10-2 &3)
(MCLPH85 – MCHPHBB112)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed four Insight promotions, with a benefit period that has expired between January 1, 2010 and December 31, 2010, for phone service and Classic Video; or completed four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of **\$36.00**, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.17. PROMOTION (M-10-2 & 3)
(GPH36 – GPHBB63)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed four promotions for those services with a benefit period that has expired between January 1, 2010 and December 31, 2010; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed four promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of **\$39.00**, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.18. PROMOTION (M-10-3)
(MCLPH68)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and subsequently added Phone Service and Video Service at the same time and have completed four promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of **\$29.00**, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

10.0. PROMOTIONS - 2010 (CONT'D)

10.19. PROMOTION (M-10-3)
(MPH34)

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2010 and December 31, 2010 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed four promotions for those three services with a benefit period that has expired between January 1, 2010 and December 31, 2010.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of **\$34.00**, applicable on the customer's next twelve (12) consecutive monthly bills.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS

11.1. MONTHLY RECURRING CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 during a Company initiated contact; or contact the company and request this promotion; and
- subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$45.00
Customer with Phone Service, Basic/Classic Video Service and/or High Speed Internet:	\$30.00

In addition, Customers subscribing to Phone Service and one or more other non-regulated services will receive a waiver of the non-recurring installation charge.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS(CONT'D)

11.2. ACTIVATION CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 during a Company initiated contact; or contact the company and request this promotion; and:
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack; and also subscribe to Insight High Speed Internet service; or
- enroll in this promotion between January 1, 2011 and December 31, 2011 during a Company initiated direct sales contact and
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack.

Eligible customers will receive a waiver of the Line Activation Charge.

This offer is not available to existing customers, employees of the Company, Lifeline Service customers or to former subscribers who have canceled service within the past thirty days.

11.3. ADDITIONAL \$1.00 OFF DISCOUNT

Between January 1, 2011 and December 31, 2011 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption.

Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.4. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for phone service, with a benefit period that has expired between January 1, 2011 and December 31, 2011, or completed one or two promotions for Phone Service and High Speed Internet Service that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$48.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.5. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed one or two Insight promotions for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired between January 1, 2011 and December 31, 2011.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$33.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.6. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one or two Insight promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2011 and December 31, 2011, or completed one or two Insight promotions for Phone, High Speed Internet and Classic Video service that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$38.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

11Y2TP120T
11Y2TP125Y
11Y2CLP88T
11Y2CLPH83T
11Y2PH38T

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.7. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one or two promotions for High Speed Internet, or Classic Video and Phone with a benefit period that has expired between January 1, 2011 and December 31, 2011; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one or two promotions for those three services that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$40.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.8. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one or two promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$35.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.9. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2011 and December 31, 2011.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$49.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

11Y4PH49T
11Y4PB86T
11Y4PB88T

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.10. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed three or four Insight promotions, with a benefit period that has expired between January 1, 2011 and December 31, 2011, for phone service and Classic Video; or completed three or four promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$37.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.11. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; or
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$39.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

11Y4TP121T
11Y4PH39T
11Y4PB69T
11Y4CLP91T

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.12. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 as part of a Company initiated contact; or contact the company and request this promotion;
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011.

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$34.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

11.0. 2011 - PROMOTIONS (CONT'D)

11.13. NEW CUSTOMER PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between September 29, 2011 and November 15, 2011 during a Company initiated contact; or contact the company and request this promotion;
- newly subscribe to Insight Phone service (including access line, the Unlimited Usage Offer; the Multi-Feature Pack; and Voicemail) and continue subscription without interruption through the term of this promotion; and
- have not been an Insight Customer for at least thirty (30) days prior to enrollment.

In lieu of Monthly Recurring Charge for Phone Service listed above, eligible customers will be billed, for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service and Basic/Classic Video Service	\$20.00
Customer with Phone Service, or both Phone Service and Video Service, plus High Speed Internet:	\$15.00

Customers subscribing to Phone Service and one or more other services will receive a waiver of the non-recurring installation charge.

In addition, Customers subscribing to Phone Service and Video Service will receive a waiver of the Activation Fee.

Any Porting Charge for porting phone numbers from previous carriers will also be waived.

All other recurring and/or non-recurring charges (including applicable taxes and fees) will apply. All charges for associated services will also apply.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS

12.1. MONTHLY RECURRING CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion; and (C)
- subscribe to (1) local service (access line); (2) to the Unlimited Usage Offer; and (3) to the Multi-Feature Pack; and (4) Voicemail; and continue subscription without interruption through the term of this promotion.

Eligible customers will receive discounted rates for the above phone charges totaling the amount listed below for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service Only:	\$45.00
Customer with Phone Service, Basic/Classic Video Service and/or High Speed Internet:	\$30.00

In addition, Customers subscribing to Phone Service and one or more other non-regulated services will receive a waiver of the non-recurring installation charge.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS(CONT'D)

12.2. ACTIVATION CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion; and (C)
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack; and also subscribe to Insight High Speed Internet service; or
- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated direct sales contact and (C)
- newly subscribe to 1) local service; 2) the Unlimited Usage Offer; and 3) the Multi-Feature Pack.

Eligible customers will receive a waiver of the Line Activation Charge.

This offer is not available to existing customers, employees of the Company, Lifeline Service customers or to former subscribers who have canceled service within the past thirty days.

12.3. ADDITIONAL \$1.00 OFF DISCOUNT

Between January 1, 2012 and June 30, 2012 the additional \$1.00 discount will be available to customers that are not currently enrolled in any promotion and that currently subscribe to both Classic Video and Phone Service and continue subscription without interruption. (C)

Customers will receive a discount of \$1.00 on their monthly bill.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.4. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one, two or three Insight promotions for phone service, with a benefit period that has expired between January 1, 2012 and June 30, 2012, or completed one, two or three promotions for Phone Service and High Speed Internet Service that expired during that period, and with a current discounted rate of \$48.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$53.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.5. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and have completed one, two or three Insight promotions for Phone Service with both High Speed Internet Service and Classic Video Service, with a benefit period that has expired between January 1, 2012 and June 30, 2012, and with a current discounted rate of \$33.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$38.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.6. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have either completed one, two or three Insight promotions for Classic Video and Phone Service with a benefit period that has expired between January 1, 2012 and June 30, 2012, or completed one, two or three Insight promotions for Phone, High Speed Internet and Classic Video service that expired during that period., and with a current discounted rate of \$38.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$53.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.7. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have been either a High Speed Internet or Video customer and completed one, two or three promotions for High Speed Internet, or Classic Video and Phone with a benefit period that has expired between January 1, 2012 and June 30, 2012; or a Classic Video Customer who subsequently added Phone and High Speed Internet at the same time and has completed one, two or three promotions for those three services that expired during that period., and with a current discounted rate of \$40.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$45.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.8. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet and Classic Video Service, subsequently added Phone Service and completed one, two or three promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012, and with a current discounted rate of \$35.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$40.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.9. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed four or five Insight promotions for either phone service or both phone service and High Speed Internet, with a benefit period that has expired between January 1, 2012 and June 30, 2012, and with a current discounted rate of \$49.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$54.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.10. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have completed four or five Insight promotions, with a benefit period that has expired between January 1, 2012 and June 30, 2012, for phone service and Classic Video; or completed four or five promotions for Phone Service, Classic Video Service and High Speed Internet Service, that expired during that period., and with a current discounted rate of \$37.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$52.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.11. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet or Video Service and subsequently added Phone Service and have completed four or five promotions for those services with a benefit period that has expired between January 1, 2012 and June 30, 2012; or (C)
- have previously subscribed to Video Service and subsequently added Phone Service and High Speed Internet Service at the same time, and have completed four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012, and with a current discounted rate of \$39.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$44.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.12. PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 as part of a Company initiated contact; or contact the company and request this promotion; (C)
- subscribe to 1) local service (access line); 2) the Unlimited Usage Offer; 3) the Multi-Feature Pack; and 4) Voicemail; and continue subscription without interruption through the term of this promotion; and
- have previously subscribed to High Speed Internet Service and Video Service and subsequently added Phone Service and have completed four or five promotions for those three services with a benefit period that has expired between January 1, 2012 and June 30, 2012, and with a current discounted rate of \$34.00 for phone service. (C)

Eligible customers will receive discounted rates for the above phone charges totaling a discounted rate of \$39.00, applicable on the customer's next twelve (12) consecutive monthly bills.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion. This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers are only eligible to subscribe for one promotional period; customers may not re-enroll after the twelve month promotional benefit period ends.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.13. PROMOTION

To be eligible for this promotion Customers must:

- have not been a subscriber to any Insight service within the last six months;
- enroll in this promotion between April 4, 2011 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion;
- newly subscribe to Insight Phone 2.0 Service Unlimited Offer as part of a package with High Speed Internet Service and continue subscription without interruption through the term of this promotion;
- agree to enter into a Term Agreement of twelve months, during which time the customer will not cancel any service included in the package offer, and which is subject to a Termination Charge for early cancellation; and
- meet all eligibility requirements for subscribing to that package offer, which may include credit approval.

Eligible Customers will receive a discounted rate of \$8.00 for the above phone charge, applicable on the Customer's next twelve (12) consecutive monthly bills.

If the Customer cancels service prior to the end of the Term Agreement, a Termination Charge of \$10.00 per remaining month will apply. In the case of a partial month, the time will be rounded up to a full month.

At the end of this promotion the Customer will be charged the non-promotional tariffed rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

Customers must meet eligibility requirements described above. This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.

MESSAGE TELECOMMUNICATIONS SERVICE

12.0. 2012 - PROMOTIONS (CONT'D)

12.14. NEW CUSTOMER PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2012 and June 30, 2012 during a Company initiated contact; or contact the company and request this promotion;
- newly subscribe to Insight Phone service (including access line, the Unlimited Usage Offer; the Multi-Feature Pack; and Voicemail) and continue subscription without interruption through the term of this promotion; and
- have not been an Insight Customer for at least thirty (30) days prior to enrollment.

In lieu of Monthly Recurring Charge for Phone Service listed above, eligible customers will be billed, for each of the next 12 (twelve) consecutive months:

	<u>Promotional Monthly Recurring Rate</u>
Customer with Phone Service and Basic/Classic Video Service	\$20.00
Customer with Phone Service, or both Phone Service and Video Service, plus High Speed Internet:	\$15.00

Customers subscribing to Phone Service and one or more other services will receive a waiver of the non-recurring installation charge.

In addition, Customers subscribing to Phone Service and Video Service will receive a waiver of the Activation Fee.

Any Porting Charge for porting phone numbers from previous carriers will also be waived.

All other recurring and/or non-recurring charges (including applicable taxes and fees) will apply. All charges for associated services will also apply.

At the end of this promotion the Customer will be charged the non-promotional rate or, at the company's discretion, may be automatically transferred to another promotion, if eligible for that promotion.

This offer does not apply to monthly recurring charges for additional lines, usage charges, other optional features, or applicable taxes and surcharges.

This offer is not available to employees of the Company, or to Lifeline Service customers. Customers participating in this offer may not participate in other promotional offers pertaining to monthly recurring charges.