

**5. RESIDENTIAL SERVICE**

**5.1. RESIDENTIAL LOCAL SERVICE**

**5.1.1. DESCRIPTION OF SERVICE**

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

- A. "Basic local exchange service" includes:
1. End user access to and usage of telephone company-provided services that enable a customer, over the primary line serving the customer's premises, to originate or receive voice communications within a local service area, and that consist of the following:
    - a. Local dial tone service;
    - b. Touch tone dialing service;
    - c. Access to and usage of 9-1-1 services, where such services are available;
    - d. Access to operator services and directory assistance;
    - e. Provision of a telephone directory and a listing in that directory;
    - f. Per call, caller identification blocking services;
    - g. Access to telecommunications relay service; and
    - h. Access to toll presubscription, interexchange or toll providers or both, and networks of other telephone companies.
  2. Carrier access to and usage of Company-provided facilities that enable end user customers originating or receiving voice grade, data, or image communications, over a local exchange telephone company network operated within a local service area, to access interexchange or other networks.
- B. The Company's services are furnished subject to the availability of facilities and equipment, and are subject to the terms and conditions of this Tariff.
- C. Residential Local Service is offered as a stand-alone local offer or in conjunction with an associated long distance service provided by the Company, as offered in the Insight Ohio Long Distance Service Guide, <http://www.insightcom.com/tariffs.htm>. (C)  
(C)
- D. Residential Local Services are subject to monthly recurring charges and for certain call types, per minute usage rates and/or service charges on a per access line basis, as specified following.

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**INSIGHT PHONE  
OF OHIO, LLC**

**SECTION 5  
Original Sheet 2**

**5. RESIDENTIAL SERVICE**

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

**5.1.2. LOCAL ONLY OFFER**

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

The Local Only Offer provides the customer with a local access line and unlimited calls within the customer's local calling area.

The customer may add additional access lines, up to a total of four lines per account. A monthly charge for each additional line will be assessed as specified in Section 5.1.5, following.

Customers subscribing to plans requiring Company subscription for Intrastate and Interstate long distance who subsequently select an alternate Intrastate or Interstate Carrier become Local Only customers and are subject to applicable monthly charges for custom calling features as set forth in Section 7.1.3, following, and toll usage rates as set forth in Section 9.3.1, following.

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**INSIGHT LOCAL SERVICE TARIFF  
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OF OHIO, LLC**

**SECTION 5**  
3rd Revised Sheet 3  
Cancels 2nd Revised Sheet 3

**5. RESIDENTIAL SERVICE**

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

**5.1.3. INTEGRATED OFFERING<sup>[1]</sup>**

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

The Integrated Offering is subject to monthly recurring charges and/or per minute usage, on a per access line basis. The monthly charges for Integrated Offerings consist of a Line Component and a Usage Component. Each of the following offers provides customers with the option of one to four access lines.

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[1] This package can only be purchased in conjunction with non-regulated and/or detariffed services.

(N)

(N)

Service information previously in this section has been detariffed and can now be found in the Insight Ohio Long Distance Service Guide, <http://www.insightcom.com/tariffs.htm>.

(N)

(N)

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**INSIGHT PHONE  
OF OHIO, LLC**

**SECTION 5**  
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Cancels 1st Revised Sheet 3.1

**5. RESIDENTIAL SERVICE**

(D)

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(N)

(N)

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**INSIGHT LOCAL SERVICE TARIFF  
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**SECTION 5**  
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**5. RESIDENTIAL SERVICE**

(D)

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(N)

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**INSIGHT PHONE  
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**SECTION 5**  
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Cancels Original Sheet 4.1

**5. RESIDENTIAL SERVICE**

(D)

(D)

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(N)

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**INSIGHT LOCAL SERVICE TARIFF  
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**INSIGHT PHONE  
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**SECTION 5**  
1st Revised Sheet 5  
Cancels Original Sheet 5

**5. RESIDENTIAL SERVICE**

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

**5.1.4. ADDITIONAL LINES**

The customer may add additional access lines, up to a total of four lines per account. A monthly charge for each additional line will be assessed as specified in Section 5.1.3, following.

**5.1.5. RATES AND CHARGES**

	<u>MONTHLY CHARGE</u> <u>MAXIMUM</u>
A. Local Only Offer	\$28.00
B. Integrated Offering	
1. Primary Access Line	\$28.00
C. Each Additional Access Line	\$20.00

(D)

Service information previously in this section has been detariffed and can now be found in the Insight Ohio Long Distance Service Guide, <http://www.insightcom.com/tariffs.htm>.

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**5. RESIDENTIAL SERVICE**

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

**5.1.6. LOCAL SERVICE PACKAGES**

The following packages are provided in conjunction with an associated long distance service provided by the Company, and the customer must be presubscribed to the Company for IntraLATA calls. The package offers are subject to monthly recurring charges and/or per minute usage, on a per access line basis.

Usage in the block-of-time plans is measured per month, based on applicable usage on all lines associated with the account. Additional Intrastate/IntraLATA long distance usage will be rated on a per minute basis as specified in the rate tables below. Rates for Intrastate/InterLATA usage will be rated based upon the customer's selected long distance calling plan as specified in Section 9.3. 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.

**A. Standard Package**

The Standard Package provides the customer with the following components for a flat monthly fee:

- Primary access line
- Unlimited calls within their Local Calling Area
- 60 minutes of Dial Station Intrastate/IntraLATA calling
- Call Waiting and Caller ID

**B. Expanded Package**

The Expanded Package provides the customer with the following components for a flat monthly fee:

- Primary access line
- Unlimited calls within their Local Calling Area
- 120 minutes of Dial Station Intrastate/IntraLATA calling
- Call Waiting, Caller ID, Three Way Calling, and Call Forwarding Variable

**5. RESIDENTIAL SERVICE**

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

**5.1.6. LOCAL SERVICE PACKAGES (CONT'D)**

C. Value Package

The Value Package provides the customer with the following components for a flat monthly fee:

- Primary access line
- Unlimited calls within their Local Calling Area
- Unlimited Dial Station Intrastate/IntraLATA calling
- Call Waiting, Caller ID, Three Way Calling, and Call Forwarding Variable

D. Expanded Package II

The Expanded Package II provides the customer with the following components for a flat monthly fee:

- Primary access line
- One additional access line
- Unlimited calls within their Local Calling Area
- 120 minutes of Dial Station Intrastate/IntraLATA calling
- Call Waiting, Caller ID, Three Way Calling, and Call Forwarding Variable

E. Value Package II

The Value Package provides the customer with the following components for a flat monthly fee:

- Primary access line
- Additional Access Line
- Unlimited calls within their Local Calling Area
- Unlimited Dial Station Intrastate/IntraLATA calling
- Call Waiting, Caller ID, Three Way Calling, and Call Forwarding Variable

F. Additional Lines

Additional lines may be added to any of the above plans for a monthly charge, as specified in G., following.

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**5. RESIDENTIAL SERVICE**

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

**5.1.6. LOCAL SERVICE PACKAGES (CONT'D)**

G. Rates and Charges

See Price List for currently billed rates.

	<u>MONTHLY CHARGE</u> <u>MAXIMUM</u>
1. Standard Package	\$49.90
2. Expanded Package	63.90
3. Value Package	75.90
4. Expanded Package II	83.90
5. Value Package II	113.90
6. Additional Lines, each	20.00
7. Additional IntraLATA usage over the block-of-time, per minute	0.14

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**5. RESIDENTIAL SERVICE**

**5.2. LIFELINE SERVICE**

**5.2.1. GENERAL**

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

**5.2.2. REGULATIONS**

- A. To qualify for Lifeline Service, customers must be enrolled in one of the following programs:
  - 1. Medicaid
  - 2. Food Stamps
  - 3. Supplemental Security Income (SSI)
  - 4. Federal Public Housing Assistance (Section 8)
  - 5. Low Income Home Energy Assistance Program (LIHEAP)
- B. Lifeline is limited to only one service per qualified customer or household.
- C. The Company will provide Lifeline Service only with the Local Only Offer, as specified in Section 5.1.2.
- D. The customer may subscribe to standard features and services at the applicable rates, charges and regulations for each feature and service provided.
- E. Charges for the installation of new local service as Lifeline Service are set forth in Section 5.3, following.
- F. Lifeline Service will be provided to a customer only so long as such customer continues to meet the Company's participation and certification guidelines.
- G. Lifeline customers are subject to all residential service regulations in this and other Tariffs of the Company.
- H. The Company will waive any deposit requirements to establish local service if the Lifeline customer elects to receive Toll Restriction, as defined in Section 7.3, following.

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**5. RESIDENTIAL SERVICE**

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

**5.2.3. RATES AND CHARGES**

- A. The Company will pass through to the customer the available federal and state credits for Lifeline Service. The amount of such credits will not exceed the charge for local service. In no case will the Lifeline credit be less than the current Subscriber Line Charge plus \$1.75.
- B. Lifeline Service is subject to all applicable state, local and federal taxes and surcharges, and to all applicable Tariff regulations, rates, charges, and surcharges.

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**5. RESIDENTIAL SERVICE**

**5.3. LINK UP**

**5.3.1. GENERAL**

Link Up is a program designed to promote universal service by providing a discount on service connection charges for qualified low-income customers.

**5.3.2. REGULATIONS**

- A. Link Up is available to residence customers who are currently participating in one of the following assistance programs:
  - 1. Medicaid
  - 2. Food Stamps
  - 3. Supplemental Security Income (SSI)
  - 4. Federal Public Housing Assistance (Section 8)
  - 5. Low Income Home Energy Assistance Program (LIHEAP)
- B. The Link Up discount is applicable to one access line (dial tone line) when it applies to the installation or relocation of main service at a customer's principal residence.
- C. Link Up applicants are exempt from Company deposit requirements.
- D. The Link Up discount does not apply to the installation of inside wire.
- E. The Link Up discount does not apply to applicants who are full time students living in university or college controlled housing.

**5.3.3. RATES AND CHARGES**

The Link Up program provides for a full or partial waiver of applicable service connection charges for establishing or re-establishing local exchange service as described in Section 4 of this Tariff. Custom installation or construction charges will be charged at the applicable Tariff rates.

**5. RESIDENTIAL SERVICE**

**5.4. MULTI-SERVICE BILL CREDIT**

Customers who are subscribed to the following Insight services will receive a local service bill credit equal to \$5.00 per monthly billing cycle:

1. Insight Local Service with two or more lines, as specified in Section 5.1 of this Tariff; and
2. Either the Two Feature Pack or the Multi Feature Pack as specified in Section 7.1; and
3. One or more Company-designated non-telephony service(s).

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

**5. RESIDENTIAL SERVICE**

**5.5. ON-TIME GUARANTEE**

The Company will issue a one-time credit for all nonrecurring charges associated with a customer's installation or \$20.00, whichever is greater, when the Company verifies that the customer's installation appointment did not occur during the timeframe it was scheduled. The Company will also issue a one-time credit of \$20.00, in addition to any credit required by O.A.C. 4901:1-5-16(E)(2), when a missed repair appointment is verified by the Company. The aforementioned credits will apply once per missed appointment, and are not applicable if the customer is not home or does not permit the Company employee to enter the premises. This guarantee will not apply in instances as specified in Section 2.2.1.G of this Tariff.