

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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

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.

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.

7. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

7.1.1. OPTIONAL FEATURES (CONT'D)

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.

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. MISCELLANEOUS SERVICES

7.1. CUSTOM CALLING FEATURES (CONT'D)

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.

- A. Multi Feature Package
- B.
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.

**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

**SECTION 7
Original Sheet 7**

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, as set forth in Section 4.5, will apply when a customer requests a change in their selection of features. See Price List for currently billed rates.

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

[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.

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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.

See Price List for currently billed rates.

7. MISCELLANEOUS SERVICES

7.4. OPERATOR ASSISTED SERVICES

7.4.1. GENERAL

A service charge will apply to calls placed with the assistance of a Company Operator or mechanized response system. Various billing arrangements are available with Operator Assisted 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.

7.4.2. OPERATOR 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.

**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

SECTION 7
Original Sheet 11

7. MISCELLANEOUS SERVICES

7.4. OPERATOR ASSISTED SERVICES (CONT'D)

7.4.3. RATES AND CHARGES

Rates shown apply to the provision of traditional operator services.

See Price List for currently billed rates.

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7. MISCELLANEOUS SERVICES

7.5. DIRECTORY ASSISTANCE SERVICE

7.5.1. GENERAL

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

7.5.2. REGULATIONS

- A. Directory Assistance charges apply on a per call basis, with a maximum of two requested telephone numbers allowed per call. (C)
- B. Calls to Directory Assistance service will be billed directly to the customer's account. Alternate billing options and operator services are not available.
- C. Exemptions
 - (D)
 - (D)
 - 1. 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. (T)
 - 2. Calls from hospital and skilled nursing home rooms are exempt from the Directory Assistance charge. The term "skilled nursing homes" applies to those nursing homes that provide around-the-clock professional nursing care. (T)

7.5.3. RATES AND CHARGES

See Price List for currently billed rates.

**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

SECTION 7
1st Revised Sheet 13
Cancels Original Sheet 13

7. MISCELLANEOUS SERVICES

7.6. DIRECTORY ASSISTANCE CALL COMPLETION SERVICE

(T)

(D)

(D)

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7. MISCELLANEOUS SERVICES

7.7. BUSY LINE VERIFICATION AND INTERRUPT SERVICE

7.7.1. GENERAL

Upon request of a calling party, the Operator will verify a busy condition on a called line. The Operator will determine whether the line is clear or in use and report its status to the calling party. The Operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption. The Operator will inform the calling party of the applicable charge prior to verifying or interrupting the requested line. Busy Line Verification and Interrupt Service rates apply to requests for verification and/or interruption of calls within the state.

7.7.2. REGULATIONS

- A. Busy Line Verification and Interrupt service is furnished where and to the extent that facilities permit. The customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- B. A charge will apply when: 1) the operator verifies that the line is busy with a call in progress; 2) the operator verifies that the line is available for incoming calls; or 3) the operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party of the name of the calling party.
- C. No charge will apply when: 1) the calling party advises that the call is to or from an official public emergency agency; 2) when trouble is detected on the called party's access line in the course of conducting a busy line verification; or 3) under conditions other than those stated in B. above.

7.7.3. RATES AND CHARGES

A Busy Line Verification charge also applies for each Busy Line Interruption.

See Price List for currently billed rates.

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. Applicable monthly charges may be found in Section 7.8.5. Listings are intended solely for the purpose of identifying the customer's telephone number and as an aid to the use of telephone service.

7.8.2. REGULATIONS

- A. The listings of customers, either without charge or at the rate specified within this Tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by customers or prospective customers, the Company will not be a party to controversies between customers as a result of the publication of such listings in the directories.
- B. The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the customer is not impaired.
- C. 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 Tariff. In the absence of gross negligence or willful misconduct with respect to any claim or suit brought by, or other legal remedies available to, the customer for damages associated with publishing the non-published telephone number in the directory or disclosing said number to any person, the Company's liability, if any, shall not exceed the monthly charges which the customer may have made for that non-published number for the affected period.

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

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.3. NON-PUBLISHED NUMBERS (CONT'D)

C. Lines Dedicated to Data Usage

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

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

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

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

**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

**SECTION 7
Original Sheet 18**

7. MISCELLANEOUS SERVICES

7.8. DIRECTORY LISTINGS (CONT'D)

7.8.5. RATES AND CHARGES

See Price List for currently billed rates.

	<u>MONTHLY CHARGE</u>	
	<u>CURRENT</u>	<u>MAXIMUM</u>
A. Additional Alphabetical Listing	\$1.80	N/A
B. Non-Published Number, each	\$1.10	\$2.20
C. Non-Listed Number, each	\$1.10	\$2.20
	<u>NONRECURRING CHARGE</u>	
	<u>CURRENT</u>	
D. Directory Listing Change Charge	\$5.00	

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7. MISCELLANEOUS SERVICES

7.9. UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (911, E911)

7.9.1. GENERAL

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

7.9.2. REGULATIONS

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

**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

SECTION 7
Original Sheet 20

7.9.3. RATES AND CHARGES

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**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

SECTION 7
Original Sheet 21

7. MISCELLANEOUS SERVICES

7.10. TELECOMMUNICATIONS RELAY SERVICE (TRS)

7.10.1. GENERAL

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

7.10.2. REGULATIONS

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**INSIGHT LOCAL SERVICE TARIFF
P.U.C.O. No. 1**

**INSIGHT PHONE
OF OHIO, LLC**

SECTION 7
Original Sheet 22

7. MISCELLANEOUS SERVICES

7.10. TELECOMMUNICATIONS RELAY SERVICE (TRS) (CONT'D)

7.10.3. RATE DISCOUNTS

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