

Ohio Intrastate Service Guide

Issued: January 1, 2009

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MESSAGE TELECOMMUNICATIONS SERVICE

1.1. GENERAL

Message Telecommunications Service (MTS) 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. MTS charges cover 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 as described in this Service Guide.

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.

1.2. REGULATIONS

1.2.1. GENERAL REGULATIONS

1.2.2. DESCRIPTION OF SERVICE

MTS is the furnishing of facilities for telecommunication between station lines in different local service areas in accordance with the terms, conditions, and rates specified in this Service Guide.. The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communications.

Customers subscribing to Integrated Offers, as specified in Insight Local Service Tariff P.U.C.O. No.1, Section 5.1, must be presubscribed to the Company as their IntraLATA and InterLATA toll provider.

1.2.3. CLASS OF CALLS

Charges apply according to the class of call the calling party selects as defined below.

A. Dial Station

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.

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1.2. REGULATIONS (CONT'D)

1.2.3. CLASS OF CALLS (CONT'D)

A. Dial Station (Cont'd)

The Dial Station class of service also applies when the Operator:

1. Records the calling telephone number for areas without automatic recording equipment.
2. Reaches the called telephone number because of trouble on the network or because dial completion is not available.
3. Places a call for a calling party who is identified as being disabled and is unable to dial the call because of that disability.
4. Reestablishes a dialed call when there is a service fault that interrupts a call after the called person has been reached.

B. Operator Services

1. Operator Station

Operator Station rates apply when the customer places a call with the assistance of a Company Operator or mechanized response system.

2. 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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1.2. REGULATIONS (CONT'D)

1.2.4. TIMING OF CALLS

- A. On Dial Station and Operator Station calls, the timing of a call begins when the calling and called stations are connected. Calls are timed in one-minute increments.
- B. On Person-to-Person calls the timing of a call begins when the calling person is connected to a specified person, station, or an agreed alternate.
- C. Chargeable time ends when the connection is terminated at any point.
- D. The timing of a call does not include time lost due to service faults or defects that are reported to the Company.
- E. MTS usage rates are applied on the basis of whole minute intervals. The billing interval is determined by rounding up partial minutes to the next whole minute.
- F. In cases where a calling plan is billed according to the time of day and a message begins in one price period and ends in another, the price for each minute is the price in effect at the beginning of each minute of usage.

1.2.5. TOLL BLOCKING

- A. The Company when providing toll service, may “universally” block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

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1.2. REGULATIONS (CONT'D)

1.2.5. TOLL BLOCKING (CONT'D)

- B. Under the terms of the Selective Access Policy, the Company when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:
 - 1. the customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
 - 2. the Company, when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
 - 3. the Company, when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and/or are not set forth within a PUCO approved tariff.
- C. When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select the Company as his or her 1+ carrier of choice, the Company may, subject to our tariffed toll deposit policies and the Commission's rules on establishment of service (See Rules 4901:1-5-13 and 4901:1-5-14, Ohio Administrative Code, [O.A.C.]), require a deposit for toll service. This deposit shall be in accordance with Rule 4901:1-5-13 (B), O.A.C., but the Company, may negotiate a lower deposit.
- D. The Company may furnish credit information, acquired from the Company's own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.
- E. Upon payment by the customer of all past due toll debt to the Company, the Company will remove the block and all 1+ dialing capabilities, including 10-XXX, will be restored.

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2.0 LONG DISTANCE USAGE OFFERS

The following Long Distance Usage Offers are provided as part of an integrated offering associated with a local line provided under Insight Local Service Tariff P.U.C.O. No. 1. 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.

2.1 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.

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2.1 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. Terms and conditions are the same as for the Unlimited Usage Offer, described in 2.4., following.

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.

2.2. "BY THE MINUTE" OFFER

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

2.3. 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.

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2.4. 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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2.5. RATES AND CHARGES

**MONTHLY
CHARGE**

Monthly Recurring Charges:

180 Minute Block-of-Time Offer - Grandfathered	12.00 (I)
300 Minute Block-of-Time Offer - Grandfathered	18.00 (I)
By the Minute” Offer	3.00 (I)
Unlimited Usage Add-On Offer – Grandfathered	10.00
Unlimited Usage Offer	22.00 (I)

**RATE PER
MINUTE OF USE**

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

MONTHLY

RATE PER MINUTE OF USE
CHARGE PEAK OFF-PEAK

Five Cent Off Peak Plan	\$3.00 (I)	\$0.09	\$0.05
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3.0. 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:

	<u>RATE PER MINUTE OF USE</u>
1. LOCAL ONLY OFFER	
A. Dial Station	
1. IntraLATA	\$0.12
2. InterLATA	0.12

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4.0 OPERATOR ASSISTED SERVICES

Operator Services rates apply to customers subscribing to MTS Service who engage the operator's assistance in the completion of MTS calls. The following per-call service charge and per-minute usage rate applies to each operator assisted call.

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

Rates shown apply to the provision of traditional operator services.

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5.0 DIRECTORY ASSISTANCE SERVICE

Directory Assistance Service is furnished upon customer request for assistance in obtaining information for InterLATA 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

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6.0 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

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7.0 MISCELLANEOUS SERVICES

7.1 PORTING CHARGE

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

Rate: \$10.00

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8.0. PROMOTIONS -2010

8.1. 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.

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8.0. PROMOTIONS (CONT'D)

8.2. 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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8.0. PROMOTIONS (CONT'D)

8.3. RESERVED FOR FUTURE USE

8.4. 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.

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8.0. PROMOTIONS (CONT'D)

8.5 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.

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8.0. PROMOTIONS (CONT'D)

**8.6 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.

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8.0. PROMOTIONS (CONT'D)

**8.7 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.

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8.0. PROMOTIONS (CONT'D)

**8.8 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.

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8.0. PROMOTIONS (CONT'D)

8.9 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.

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8.0. PROMOTIONS (CONT'D)

**8.10 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.

**Insight Midwest Holdings, LLC
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8.0. PROMOTIONS (CONT'D)

**8.11 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.

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8.0. PROMOTIONS (CONT'D)

**8.12 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

Ohio Intrastate Service Guide

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8.0. PROMOTIONS (CONT'D)

**8.13 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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8.0. PROMOTIONS (CONT'D)

**8.14 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.

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8.0. PROMOTIONS (CONT'D)

**8.10 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.

Insight Midwest Holdings, LLC
d/b/a Insight Phone

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8.0. PROMOTIONS (CONT'D)

8.11 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.

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8.0. PROMOTIONS (CONT'D)

8.12 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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8.0. PROMOTIONS (CONT'D)

**8.13 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.

**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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8.0. PROMOTIONS (CONT'D)

**8.14 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.

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9.0. 2011 - PROMOTIONS

9.1. MONTHLY RECURRING CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 (C) 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.

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MESSAGE TELECOMMUNICATIONS SERVICE

9.0. 2011 - PROMOTIONS(CONT'D)

9.2. ACTIVATION CHARGE PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 (C) 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 (C) 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.

9.3. 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.

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9.0. 2011 - PROMOTIONS (CONT'D)

9.4 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; (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 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. (C)

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.

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MESSAGE TELECOMMUNICATIONS SERVICE

9.0. 2011 - PROMOTIONS (CONT'D)

9.5 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; (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 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. (C)

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.

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MESSAGE TELECOMMUNICATIONS SERVICE

9.0. 2011 - PROMOTIONS (CONT'D)

9.6 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; (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 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. (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.

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11Y2TP125Y
11Y2CLP88T
11Y2CLPH83T
11Y2PH38T

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9.0. 2011 - PROMOTIONS (CONT'D)

9.7 PROMOTION

To be eligible for this promotion customers must:

- enroll in this promotion between January 1, 2011 and December 31, 2011 (C) 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 (C) 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.

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9.0. 2011 - PROMOTIONS (CONT'D)

9.8 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; (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 or two promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

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.

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9.0. 2011 - PROMOTIONS (CONT'D)

9.9 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; (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 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. (C)

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.

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Insight Midwest Holdings, LLC
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MESSAGE TELECOMMUNICATIONS SERVICE

9.0. 2011 - PROMOTIONS (CONT'D)

9.10 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; (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 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. (C)

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.

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11Y4PH37T

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MESSAGE TELECOMMUNICATIONS SERVICE

9.0. 2011 - PROMOTIONS (CONT'D)

9.11 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; (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 three or four promotions for those services with a benefit period that has expired between January 1, 2011 and December 31, 2011; 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 three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (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.

11Y4TP121T
11Y4PH39T
11Y4PB69T
11Y4CLP91T

**Insight Midwest Holdings, LLC
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9.0. 2011 - PROMOTIONS (CONT'D)

9.12 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; (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 three or four promotions for those three services with a benefit period that has expired between January 1, 2011 and December 31, 2011. (C)

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.

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**Insight Midwest Holdings, LLC
d/b/a Insight Phone**

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9.0. 2011 - PROMOTIONS (CONT'D)

9.13 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 December 31, 2011 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.

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