

INSIGHT PHONE 2.0 PRICING LIST

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Monthly Recurring Charges:

Insight Phone 2.0 Service includes: Direct Dialed Local Calling, either Unlimited Direct Dialed Long Distance calling or 180 minutes of Direct Dialed Long Distance calling; and Features listed below. Rates are for Phone 2.0 Service only. Rates for other services are additional.

**Unlimited Local
& All-Distance***

Insight Phone 2.0 without any other Insight service	\$62.00
Insight Phone 2.0 with Insight Digital or Insight Broadband	\$52.00
Insight Phone 2.0 with Insight Digital and Insight Broadband	\$49.00
EMTA Modem Rental (If Insight Phone 2.0 only customer)	\$ 0.00
Line Charge – First Line	\$ 7.00
Line Charge – Additional Lines	\$ 7.00
Second Phone Line	\$10.00
(includes all features and 180-min.LD package no additional minutes are included. LD minutes are per account, not per line.	
Non-Listed Telephone Number Service	\$1.50
Non-Published Telephone Number Service	\$2.50

* All Distance includes unlimited local and long distance direct dialed calling to the 50 United States, Canada, Puerto Rico, the U.S. Virgin Islands, Commonwealth of the Northern Mariana Islands (CNMI), Guam and American Samoa. Does not include international long distance. International long distance rates are set forth in the Insight Phone 2.0 International Pricing List.

** Unlimited local calling plus a block of 3 hours of direct dialed long distance calling (as defined above) with additional long distance minutes beyond the block of time to be charged on a per minute basis. Long distance is defined to include all intrastate and interstate calling.

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Taxes and Fees

Pricing shown does not include federal, state or local regulatory fees, taxes or surcharge, or other applicable charges. Service is subject to the Insight Phone 2.0 Residential Service Agreement. Prices are subject to change. Prices are effective as of the date of this price list.

Non-Recurring Charges:

*Line Activation Charge	\$25.00
Modem charge for addition of Insight Broadband service	\$39.95 or \$3.95/mo./12 months
Domestic Long Distance Charges Beyond Block of Time	\$0.07/minute
Porting Charge	\$10.00
Customer Installation Charge (for Phone-only installations)	\$30.00
Second Phone Line Installation	
Same Trip	\$10.00
Special Trip	\$75.00
Customer Installation Charge (after disconnection for non-payment)	\$45.00
Repair Service Call Visit to Residence	
First Hour (minimum)	\$45.00
Each Additional Hour	\$20.00
Change of Telephone Number	\$ 20.00
Change of Directory Listing	\$ 5.00
Call Trace (*57)	\$3.00
Directory Assistance:	
Customer Dialed Directory Assistance	\$1.25/use
Operator Dialed Directory Assistance	\$1.25/use

* Customers who request to continue a promotional offer after completing that promotion may be required to pay the Activation Fee.

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Other Charges

Late Payment - The Company will assess a late payment charge, which shall be the lesser of \$5 or the maximum percentage allowed by applicable law. This charge will be assessed every bill period in which the account is delinquent.

Returned Check Fee Kentucky, Ohio: \$25.00; Indiana: \$22.00

E911 Subscriber Charge - Ohio: \$0.12 per month.

Features Included in Package:

The following features are all pre-provisioned for unlimited free use:

- Caller ID
- Call Waiting
- Caller ID for Call Waiting
- Voice Mail
- Last Caller Number Lookup (*69)
- Three Way Calling
- Repeat Dial (* 66)
- Call Forwarding (includes Selective Call Forwarding and Remote Access to Call Forwarding)
- Call Forwarding Busy/Don't Answer (associated with Voicemail only) Anonymous Call Rejection (* 77)
- Selective Call Rejection

The following features are available to all Insight Phone 2.0 Customers at no additional charge, if selected by Customer:

- Anonymous Call Rejection
- Third Party/Collect Calls Block
- Do Not Disturb
- Toll Restriction
- International Call Blocking
- Cancel Call Waiting Per Call (* 70)
- Caller ID Blocking (* 67)
- De-provision Voicemail
- De-provision Call Waiting

Feature Descriptions:

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CALLER ID NAME AND NUMBER

Caller ID Name and Number shows who is calling before the call is answered. Your phone displays the caller name and the telephone number of your incoming call. Caller ID compatible display screen or other compatible hardware is required. The feature requires a customer provided display device.

CALL WAITING

Call Waiting is a service that audibly notifies with a special tone you that a second caller is trying to reach you. To disable Call Waiting on a call-by-call basis, dial *70 before dialing your party.

CALLER ID FOR CALL WAITING

Call Waiting ID works just like Caller ID name and number but while you're already on the phone.

VOICE MAIL

Insight Phone 2.0 offers Voice Mail service providing an automated message recording service to record messages from incoming callers when you are unavailable to take their calls. When the number is called and the line is busy or not answered, the caller hears the outgoing greeting that is recorded and personalized by the owner, and is given instructions for leaving a message. You can then playback these messages either from your home phone or from any other phone by dialing into your voice mailbox. The voice mailbox also will store a certain quantity of heard and unheard messages. Voice Mail waiting is signaled by a stuttering dial tone.

LAST CALLER NUMBER LOOKUP (*69)

Last Caller Number Lookup is a service that lets you know the phone number of the last inbound call to your line, whether it was answered or not. To activate Last Caller Number Lookup, dial *69 and listen for a recording of the last number that was called.

THREE WAY CALLING

Three Way Calling is a service that permits a three-way conference call. As the center of the conference if you drop, the conference drops.

To use Three Way Calling, place the person you're talking with on hold by pressing the receiver button for one second. A dial tone will follow. Call a second person. When you get an answer, press the receiver button briefly again. All three of you will be connected. When either of the people you called hangs up, you remain connected to the other person.

Many phones have a "flash" or "link" button, which can be used in place of the receiver button. While you're using Three-Way Conferencing, Call Waiting is unavailable. When the second person answers, you can have a private conversation before connecting your three-way call. If the call to the second person does not go through, or if the person you want to speak to is not available, press the receiver button twice. The person you have on hold will return to the line.

CALL FORWARDING

Call Forwarding is a service that automatically forwards all calls to any number you choose.

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To activate Call Forwarding, dial * 72. Dial the number you want to forward your calls to. When someone at that number answers, Call Forwarding is activated. If no one answers or the line is busy, press the receiver button for one second and repeat the steps listed above within two minutes. When you hear two beeps, Call Forwarding has been activated.

To deactivate Call Forwarding, dial * 73. You'll hear two short tones followed by dial tone. Call Forwarding has been deactivated.

Selective Call Forwarding lets you forward incoming calls from up to 12 selected phone numbers to the location of your choice. Voicemail will not pick up calls that have been forwarded.

- *To use this feature, pick up the handset, listen for dialtone, then press *63. A menu of options will guide you to add, delete, or review the numbers on your list. Select Option 1 from the menu to activate the feature, then 0 for other options. To deactivate, pick up the phone, press *83 and a menu of options will guide you.*

Remote Access to Call Forwarding adds the convenience of activating or cancelling Call Forwarding while you are away from home. You can find your local access number for remote access to Call Forwarding at www.myinsight.com.

REPEAT DIAL

Repeat Dialing is a service that repeatedly redials a busy number for you until the call goes through. Customers will be notified by a special ring and can simply pick up the receiver to put the call through.

To activate Repeat Dial, pick up the receiver again and dial *66. After the recording tells you Repeat Dialing is activated, hang up. As Repeat Dialing keeps calling, you can still use your phone as usual. A distinctive ring means the line you're redialing is free. Pick up and the number you want will be ringing. Repeat Dialing can monitor more than one busy number at a time, with distinctive rings used for each (Caller ID also shows which number has been reached). If you hear a fast busy signal or an announcement that the call cannot be completed, then the number is either invalid/not working, or has activated Call Forwarding.

Repeat Dialing deactivates automatically if you do not get through within 30 minutes. To deactivate Repeat Dialing manually, listen for a dial tone and dial *86. Listen for the announcement.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will not be blocked.

- *To activate Anonymous Call Rejection, dial *77. Two beeps tell you Anonymous Call Rejection is turned on.*
- *To turn off Anonymous Call Rejection, dial *87. Two beeps tell you Anonymous Call Rejection has been turned off.*

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SELECTIVE CALL REJECTION

Use Selective call rejection when you choose not to receive calls from as many as 12 selected phone numbers.

- *To use, lift the handset, listen for dial tone and press *60. A guide will walk you through the menu options.*

THIRD PARTY/COLLECT CALLS BLOCK

Ability to block collect calls and requests to bill calls to a third party. Enabled by customer request and activated by service code 90038.

DO NOT DISTURB

Use the Do Not Disturb feature to place your phone in a busy state. Callers will hear an announcement stating that you do not wish to be interrupted. Do Not Disturb does not affect your ability to make outgoing calls.

- *To use, lift the handset, wait for dial tone and press *78.*
- *To deactivate, lift the handset, wait for dial tone and press *79.*

TOLL RESTRICTION

This feature ensures that only local calls can be made from your home. This is activated by designating no long distance carrier. This still permits use of dial-around services, 800 numbers, and 411.

INTERNATIONAL CALL BLOCKING

This feature will prevent International calls from being placed from the customer's phone Enabled by customer request and activated by service code 90145.

CANCEL CALL WAITING (See CALL WAITING description.) Available on a per call basis.

OUTBOUND CALLER ID BLOCKING

Prevents party being called from seeing phone number on their Caller ID. Displays as "Private" or "Unavailable." Can enabled on a per call basis by pressing *67code before dialing or globally via application of service code 90062..

DEPROVISION VOICEMAIL

Voicemail is defaulted on in the Insight Phone 2.0 offering. Upon customer request, the Voicemail feature can be suppressed by application of service code 90437.

DEPROVISION CALL WAITING

Call Waiting is defaulted on in the Insight Phone 2.0 offering. Upon customer request, the Call Waiting feature can be suppressed by application of a service code.

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