

PRICING GUIDE  
FOR  
DETARIFFED AND/OR UNREGULATED LOCAL AND INTEREXCHANGE  
TELECOMMUNICATIONS SERVICES  
PROVIDED BY  
ENTELEGENT SOLUTIONS, INC.

This Pricing Guide contains the descriptions, regulations, and rates applicable to the furnishing of telecommunications services provided by Entelephant Solutions, Inc., with principal offices at 3800 Arco Corporate Drive, Suite 310, Charlotte, North Carolina 28273.

The Pricing Guide includes the Local and Interexchange services offered to Customers within the State of Ohio that are detariffed and/or unregulated by the Public Utilities Commission of Ohio.

The general terms and conditions applicable to the services listed in this Pricing Guide are contained in the Company's P.U.C.O. Tariff No. 1 on file with the Public Utilities Commission of Ohio.

Copies of the tariffs on file with Public Utilities Commission of Ohio may be inspected during normal business hours at the Company's principal place of business 3800 Arco Corporate Drive, Suite 310, Charlotte, North Carolina 28273 or at the Public Utilities Commission of Ohio.

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CHECK SHEET

Pages of this pricelist, as indicated below, are effective as of the date shown at the top of the respective pages. Original and/or revised pages, as named below, comprise all changes from the original price list and are currently in effect as of the date on the top of this page.

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SECTION 1 – SERVICE CHARGES AND SURCHARGES

1.1 Public Pay Telephone Surcharge

In order to recover Company expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the “#” symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Rate Per Call: \$0.60

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SECTION 1 – SERVICE CHARGES AND SURCHARGES (CONT'D.)

1.2 Service Order and Change Charges

1.2.1 Non-recurring charges apply to processing Service Orders for new service and for changes in service.

Primary Line Connection Charge: Applies to requests for initial connection or establishment of telephone service with the Company.

Secondary Line Connection Charge: Applies to installation of a second or additional access line.

Conversion Charge: Applies when converting service “as-is” from the incumbent LEC.

Service Order Charge: Applies to connection of new lines and to services orders associated with Customer requests for changes in service, moves, and the addition of services, including the additional of calling features.

1.2.2 Rates

	<u>Business</u>
Line Connection Charge	
Primary Line	\$79.99
Secondary Line	\$19.99
Conversion Charge	
Primary Line	
Verizon	\$19.99
AT&T	\$9.99
Secondary Line	\$4.99
Service Order Charge	
Moves/Adds/Changes	\$20.00

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SECTION 2 – LOCAL EXCHANGE SERVICES AND RATES

2.1 Local Service Plans

2.1.1 EnTele-Voice Economy (Measured Service)

A. Description

The EnTele-Voice Economy plan includes the following bundle of services:

- Basic Local Exchange Service, which includes local calling at \$0.045 per minute. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.
- Standard features include the following (unless otherwise requested):

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block
- Two options for long distance service (see Section 4).

B. Rates

Verizon Areas

	<u>Monthly Rate</u>
One Year	\$23.99
Two Year	\$22.99
Three Year	\$21.99

AT&T Areas

	<u>Monthly Rate</u>
One Year	\$26.99
Two Year	\$25.99
Three Year	\$24.99

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SECTION 2 – LOCAL EXCHANGE SERVICES AND RATES (CONT'D.)

2.1 Local Service Plans (cont'd.)

2.1.2 EnTele-Voice Essential

A. Description

The EnTele-Voice Essential plan includes the following bundle of services:

- Unlimited local calling
- A combination of the following features per line for a monthly recurring charge of \$3.50 per feature.

Caller ID (Number Only)	Call Waiting
Caller ID Deluxe (Name and Number)	Call Waiting ID
Call Forwarding/Don't Answer	Ring Master/Distinctive Ring
Call Forwarding/Busy Line	Three Way Calling
Call Forward/Variable	Hunting
Remote Access to Call Forwarding	Call Trace (*57)
Speed Calling 8	Call Block (*60)
Speed Calling 30	Call Return (*69)
Anonymous Call Rejection	Repeat Dialing (*66)

- Standard features include the following (unless otherwise requested):

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block

- Two options for long distance service (see Section 4).

SECTION 2 – LOCAL EXCHANGE SERVICES AND RATES (CONT'D.)

2.1 Local Service Plans (cont'd.)

2.1.2 EnTele-Voice Essential (cont'd.)

B. Rates

Verizon Areas

	<u>Monthly Rate</u>
One Year	\$30.99
Two Year	\$29.99
Three Year	\$28.99

AT&T Areas

	<u>Monthly Rate</u>
One Year	\$33.99
Two Year	\$32.99
Three Year	\$31.99



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SECTION 2 – LOCAL EXCHANGE SERVICES AND RATES (CONT'D.)

2.1 Local Service Plans (cont'd.)

2.1.3 EnTele-Voice Encompass

A. Description

The EnTele-Voice Encompass service plan includes the following bundle of services:

- Unlimited local calling
- Any three of the features below for no additional charge:

Caller ID (Number Only)	Call Waiting
Caller ID Deluxe (Name and Number)	Call Waiting ID
Call Forwarding/Don't Answer	Ring Master/Distinctive Ring
Call Forwarding/Busy Line	Three Way Calling
Call Forward/Variable	Hunting
Remote Access to Call Forwarding	Call Trace (*57)
Speed Calling 8	Call Block (*60)
Speed Calling 30	Call Return (*69)
Anonymous Call Rejection	Repeat Dialing (*66)
- Standard features include the following (unless otherwise requested):

700 Block	Directory Assistance Block
900/976 Block	Operator Assisted Call Block
Collect Call Block	International Call Block
- Two options for long distance service (see Section 4).

SECTION 2 – LOCAL EXCHANGE SERVICES AND RATES (CONT'D.)

2.1 Local Service Plans (cont'd.)

2.1.3 EnTele-Voice Encompass (cont'd.)

B. Rates

Verizon Areas

	<u>Monthly Rate</u>
One Year	\$35.99
Two Year	\$34.99
Three Year	\$33.99

AT&T Areas

	<u>Monthly Rate</u>
One Year	\$38.99
Two Year	\$37.99
Three Year	\$36.99

## SECTION 3 – SUPPLEMENTARY SERVICES AND RATES

### 3.1 Optional Calling Features

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

#### 3.1.1 Feature Descriptions

**Anonymous Call Rejection** - Gives the Customer the ability to prevent future calls from specific telephone numbers and can be activated after receipt of an unwanted call or after entering a telephone number from which the calling party does not wish to receive future calls. The screening list holds a maximum of fifteen (15) numbers.

**Call Block (\*60)** – Automatically rejects calls from a specified list of numbers or from the incoming number.

**Call Forwarding** - Allows incoming calls forwarded to be forwarded to another line specified by the Customer by dialing a code and the telephone number to which the calls will be forwarded.

**Call Forwarding Don't Answer** - Automatically routes incoming calls to a predetermined telephone number when the called line does not answer within a pre-specified number of rings.

**Call Forward Busy Line** - Automatically routes incoming calls to a predetermined telephone number when the called line is busy.

**Call Return (\*69)** - Automatically redials the last incoming call.

**Call Trace (\*57)** - Allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only.

**Call Waiting/Call Waiting with Caller ID** - Allows the Customer engaged in a call to receive a tone signal indicating a second call is waiting, and by operation of the switchhook to place the first call on hold and answer the waiting call. Call Waiting with Caller ID provides Call Waiting service with the display of Caller ID information for the call that is waiting.

### SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

#### 3.1 Optional Calling Features (cont'd.)

##### 3.1.1 Feature Descriptions (cont'd.)

Caller ID-Number Only - Provides for the display of the calling party telephone number on Caller ID compatible Customer premises equipment.

Caller ID Name and Number - Provides for the display of the calling party name and telephone number on Caller ID compatible Customer premises equipment.

Hunting - Routes a call to an idle station line in a prearranged group when the called station line is busy.

Remote Access to Call Forwarding - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters, including "\*" and "#". All charges incurred to access the remote number will be billed appropriately.

Repeat Dialing (\*66) - Automatically redials a busy number for up to 30 minutes until line is available.

Ring Master/Distinctive Ring - Allows a Customer to have up to two separate telephone numbers (one main and one additional number) associated with one local exchange access line. Each telephone numbers has a distinctive ring on incoming calls for identification purposes.

Speed Calling - Allows the Customer to dial an abbreviated code to originate a call to a list of programmed telephone numbers.

Three-Way Calling - Allows the Customer to add a third party to an existing conversation.

SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

3.1 Optional Calling Features (cont'd.)

3.1.2 Optional Calling Feature Rates – Business

A. Features Offered on a Monthly Basis

The following optional calling features are offered to Customers on a monthly basis. Customers are allowed unlimited use of each feature. No usage sensitive charges apply. Multiline Customers must order the appropriate number of features based on the number of lines that will have access to the feature.

<u>Feature</u>	<u>Monthly Rate</u>
Anonymous Call Rejection	\$3.50
Call Block (*60)	\$3.50
Call Forwarding/Don't Answer	\$3.50
Call Forwarding/Busy Line	\$3.50
Call Forward/Variable	\$3.50
Call Return (*69)	\$3.50
Call Trace (*57)	\$3.50
Call Waiting	\$3.50
Call Waiting ID	\$3.50
Caller ID (Number Only)	\$3.50
Caller ID Deluxe (Name and Number)	\$3.50
Hunting	\$3.50
Remote Access to Call Forwarding	\$3.50
Ring Master/Distinctive Ring	\$3.50
Speed Calling 8	\$3.50
Speed Calling 30	\$3.50
Three Way Calling	\$3.50
Repeat Dialing (*66)	\$3.50

B. Features Offered on a Usage Sensitive Basis

The following features are available to all local exchange Business line Customers where facilities and services permit. Customers may utilize each feature by dialing the appropriate access code. The Customer will be billed the Per Feature Activation Charge shown in the following table each time a feature is used by the Customer.

<u>Feature</u>	<u>Per Use</u>
Call Block	\$1.00
Call Return	\$1.00
Call Trace	\$1.00
Three Way Calling	\$1.00
Repeat Dialing	\$1.00

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SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

3.2 Nonpublished Service

3.2.1 General

The telephone numbers of nonpublished service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/ or bill their clients, or, to telephone customers who are billed for calls placed to or from nonpublished numbers and to entities which collect for the billed services. Nonpublished names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to nonpublished service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice not withstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

3.2.2 Monthly Recurring Rates

	<u>Monthly Rate</u>
Additional Listings	\$1.50
Nonlisted Service	\$2.00
Nonpublished Service	\$4.50

SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

3.3 Directory Assistance Services

3.3.1 General

The Company furnishes Directory Assistance Service (“DA”) for the purpose of aiding subscribers in obtaining telephone numbers when a party in Ohio requests assistance in obtaining telephone numbers of subscribers who are located within the local calling area or in the same numbering plan area as the number the party is calling from.

A Customer may obtain Directory Assistance in determining telephone numbers and has the option of having an operator complete a call within the Local Calling Area or an Intra-LATA number as part of the call to the Directory Assistance operator.

There may be a charge assessed for DA calls.

If the directory assistance operator provides an incorrect number, then the Company will not bill for the call or will give a credit equal to the charge. The call under such circumstances will not count against the Customer’s monthly call allowance.

Charges for DA are not applicable to inquiries received from public and semipublic telephones, or from telephone service furnished for the use of handicapped persons.

3.3.2 Per Call Charges

Local Directory Assistance, Per Call	\$1.50
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### SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

#### 3.4 Operator Services

The Company's operator services, available to presubscribed Customers, are accessible on a twenty-four (24) hour per day seven (7) days per week basis. In addition to the per call service charge, usage rates apply. The types of calls handled are as follows:

Customer Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized Calling Card or Commercial Credit Card. The Customer must dial the destination telephone number where the capability exists for the Customer to do so. A separate rate applies in the event operator assistance is requested for entering the Customer's card number for billing purposes.

Operator Dialed Calling/Credit Card Call - This charge applies in addition to usage charges for station to station calls billed to an authorized telephone Calling Card or Commercial Credit Card and the operator dials the destination telephone number at the request of the Customer.

Person-to-Person - This charge applies in addition to usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing method, including but not limited to billing to a Calling Card, Commercial Credit Card, Collect, by deposit of coins in Pay Telephones, or to a Third Party. Charges do not apply unless the specified party or an acceptable substitute is available.

Third Party Billed - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.



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SECTION 3 – SUPPLEMENTARY SERVICES AND RATES (CONT'D.)

3.4 Operator Services (cont'd.)

3.4.1 Local Usage Charges

Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call.

3.4.2 Per Call Service Charges

Customer Dialed Calling Card	\$0.75
Operator Dialed Calling Card	\$2.50
Operator Assisted	
Collect	\$2.50
3rd Party Billed	\$2.50
Person-to-Person	\$4.50

3.5 Busy Line Verification and Emergency Interrupt Service

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Emergency Interruption is only permitted in cases where the calling party indicates an emergency exists, requests interruption and the call has already been verified as busy.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

3.5.1 Rates

Busy Line Verification, per request:	\$7.50
Busy Line Interrupt, per request:	\$5.00

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SECTION 4 – LONG DISTANCE SERVICES AND RATES

4.1 General

Long Distance service is only available in conjunction with local service.

4.2 Long Distance Directory Assistance Service

The charges as shown below apply for each request made to the Directory Assistance operator:

Long Distance Directory Assistance (555-1212)	\$1.50
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4.3 EnTele-Voice Entegral Long Distance Plan

The EnTele-Voice Entegral Plan is an outbound calling plan available to business customers who subscribe to the EnTele-Voice Essential or the EnTele-Voice Encompass local service plans. Toll Free numbers are available for an additional charge of \$3.00 per month per number. Calls are billed in six (6) second increments after an initial period for billing purposes of eighteen (18) seconds.

	<u>Rate Per Minute</u>
All Areas	\$0.052

4.4 EnTele-Voice Enfiniti Long Distance Plan

The EnTele-Voice Enfiniti Long Distance Plan is an outbound calling plan available to business customers who subscribe to the EnTele-Voice Essential or the EnTele-Voice Encompass local service plans. The plan offers unlimited direct dial outbound intraLATA toll and intrastate and interstate long distance calling. Toll Free numbers are available at an additional charge of \$3.00 per month per number and inbound calls are billed according to the EnTele-Voice Entegral schedule. EnTele-Voice products are to be used for voice service only. Customers using auto dialers, telemarketing applications or switching equipment are not eligible to use this rate plan.

	<u>Monthly Rate</u>
Per Line	\$19.99