INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE

A. Description

Integrated Services Digital Network (ISDN) Direct Service provides an integrated voice/data communications capability for the transmission of Circuit Switched Voice and Data signals on an incoming and outgoing basis utilizing Integrated Services Digital Network architecture as recommended by the International Telecommunications Union (ITU) and the American National Standards Institute (ANSI), as defined by Telcordia Technical References, and consistent with the North American ISDN Users Forum (NIUF) Implementation Agreements.

ISDN Direct Service provides the customer with the ability to combine Circuit Switched Voice and Circuit Switched Data services over a single ISDN Direct Service Line.

All ISDN Direct services require the use of an ISDN Line (2B+D). The two 64 Kbps "B" channels are used to transmit any combination of Circuit Switched Voice or Circuit Switched Data Services. The "D" channel is used to carry signaling only.

Circuit Switched Capability (Alternate Voice/Circuit Switched Data)
Where technology permits, this capability provides the ability to originate and receive either Circuit Switched Voice or Circuit Switched Data calls over a single "B" channel, but not simultaneously. Circuit Switched Voice and Data calls are subject to additional charges. (See Other Applicable Charges and Payments.)

Circuit Switched Capability (Data)
Provides the ability to originate and receive Circuit Switched Data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted. Circuit Switched Data calls are subject to additional charges. (See Other Applicable Charges and Payments.)

Circuit Switched Capability (Voice)
Provides the ability to originate and receive Circuit Switched Voice calls, as well as an electronic key set capability over the 64 Kbps "B" channel. Circuit Switched Voice calls are subject to additional charges. (See Other Applicable Charges and Payments.)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

B. Definitions

B Channel
A 64 Kbps portion of an ISDN Direct Service Line used for information transfer (voice/data) from user to user.

D Channel
A 16 Kbps portion of an ISDN Direct Service Line used for out of band signaling and control of the "B" channels.

Flat Rate ISDN
A plan that provides a flat monthly rate for unlimited local usage (Band A and B) on Circuit Switched Voice and Circuit Switched Data traffic. Flat Rate ISDN is provided using the same technology, network and switching architecture as non–Flat Rate ISDN Direct.

ISDN Direct Line
The physical connection between and including the customer Network Interface and the ISDN Direct CO Termination.

ISDN CO Termination
Terminates the ISDN Direct Line in the serving central office.

ISDN Ordering Codes (IOC)
Refers to a very specific combination of National ISDN services and features. Each IOC includes information about the Features, number of Directory Numbers (DNs), DN appearances, number of Call Appearances, number of Terminal Endpoint Identifiers (TEIs) and number of Service Profile Identifiers (SPIDs).

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

C. Terms and Conditions

1. Multiple Circuit Switched B Channel devices are allowed, where facilities permit, on an ISDN Direct Service Line. The Company supports up to four (4) devices to share the B channels, per ISDN Direct Service Line. Each device with Circuit Switched services will have a unique identifier, known as a Service Profile Identifier (SPID), and a unique primary directory number. For customer premises terminal equipment employing multiple SPIDs, each assigned SPID counts as a device.

2. A variety of standard and optional features and capabilities are offered. The availability and functions of the features may vary by serving central office.

3. An ISDN CO Termination is required for each ISDN Direct Line. This enables the subscriber to configure circuit switched service elements on the 2B+D ISDN Direct Line.

4. ISDN Direct Service is available as a Business service.

5. The service is available from specially equipped digital switching equipment located in the Company's central offices and will be provided where facilities permit and where capacity is available.

6. ISDN services, features and functionality are available via defined ISDN Ordering Codes (IOCs) with this service. ISDN services, features and functionality ordered, not specifying an IOC, will incur a Custom Ordering Charge per ISDN Direct Service Line.

7. This service only supports National compliant customer premises equipment.

8. An ISDN Line and an ISDN CO Termination are required for each IOC ordered.

9. Charges for features associated with an IOC may not be applicable, based on the technology of the serving central office.

10. A minimum service period of one (1) month is required for each ISDN Direct Line.

11. Unique sets of standard and optional features and capabilities are specified for each IOC. The availability and functions of the features may vary by serving central office.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features

1. ISDN Ordering Codes (IOCs)

    The following tables describe each ISDN Ordering Code, channel configurations and available features:

<u>Code</u>	<u>Description</u>	<u>Features</u>
B	Circuit Switched Data on one B Channel	Circuit Data Features Calling Number Identification Redirecting Number Delivery
C	Alternate Voice/ Circuit Switched Data on one B Channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
I	Circuit Switched Data on two B Channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
J	Alternate Voice/ Circuit Switched Data on one B Channel and Circuit Switched Data on the other B Channel	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
K	Alternate Voice/ Circuit Switched Data on one B channel and Circuit Switched Data on the other B channel	Voice Features Additional Call Offering Call Hold Calling Number Identification Flexible Calling Redirecting Number Delivery Circuit Data Features Calling Number Identification Redirecting Number Delivery
M	Alternate Voice/ Circuit Switched Data on two B Channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery
R	Circuit Switched Data on two B Channels	Circuit Data Features Calling Number Identification Redirecting Number Delivery
S	Alternate Voice/ Circuit Switched Data on two B Channels	Voice and Circuit Data Features Calling Number Identification Redirecting Number Delivery

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. **Features (cont'd)**

1. ISDN Ordering Codes (IOCs) (cont'd)

<u>Code</u>	<u>Description</u>	<u>Features</u>

U (EZ ISDN1)	Alternate Voice/ Circuit Switched Data on two B Channels	Voice Features
		    Additional Call Offering
		    Call Hold
		    Call Forwarding Variable
		    Calling Number Identification
		    Flexible Calling
		    Redirecting Number Delivery
		Circuit Data Features
		    Calling Number Identification
		    Redirecting Number Delivery

V (EZ ISDN1A)	Alternate Voice/ Circuit Switched Data on two B Channels	Voice Features
		    Additional Call Offering
		    Advanced Call Forwarding
		    Call Hold
		    Calling Number Identification
		    Flexible Calling
		    Redirecting Number Delivery
		Circuit Data Features
		    Calling Number Identification
		    Redirecting Number Delivery

S1	Alternate Voice/ Circuit Switched Data on two B channels	Voice Features
		    Additional Call Offering
		    Call Hold
		    Calling Number Identification
		    Redirecting Number Delivery
		Circuit Data Features
		    Calling Number Identification
		    Redirecting Number Delivery

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

2. Features and Capabilities

	Capability	
Features	**Voice**	**Data**
Additional Call Offering	Optional	Optional
Additional Multiple Call Appearances	Optional	N/A
Advanced Custom Calling Features	Optional	N/A
Basic Electronic Key Telephone Service (EKTS)	Standard	N/A
Call Hold	Standard	N/A
Call Transfer	Standard	N/A
Called Number Display	Standard	N/A
Caller ID	Standard	Standard
Calling Number Identification	Standard	N/A
Clear Channel Capability	N/A	Standard
Complementary Network Services	Optional	Optional
Conference Calling - 3 Way	Standard	N/A
Custom Calling Features	Optional	Optional
Denied Origination	Standard	Standard
Denied Termination	Standard	Standard
Flexible Calling	Standard	N/A
Hunt Group for Shared Data Access	N/A	Standard
Hunting	Standard	N/A
Intercom Calling	Optional	N/A
Message Waiting Indicator	Optional	N/A
Multiple Call Appearance	Standard	N/A
Redirecting Number Delivery	Standard	N/A
Secondary Telephone Number	Optional	N/A
Shared Call Appearance	Standard	N/A
Station-Controlled Conference (6 Port)	Optional	N/A

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

2. Features and Capabilities (cont'd)

Additional Call Offering
Provides notification to an ISDN user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

Additional Multiple Call Appearances
Provides Additional Call Appearances, beyond the initial four appearances, of a station's primary directory number or secondary number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access.

Advanced Call Forwarding
Provides for the assignment of the following features:
•   Call Forwarding Variable (See Custom Calling Features.)
•   Call Forwarding Don't Answer (See Complementary Network Services.)
•   Call Forwarding Busy Line (See Complementary Network Services.)
•   Message Waiting Indicator

Advanced Custom Calling Features
(See Other Applicable Charges and Payments.)
•   Automatic Callback
•   Call Screening
•   Repeat Dialing (Automatic Recall)

Automatic Recall
(See Advanced Custom Calling Features.)

Basic Electronic Key Telephone Service (EKTS)
Basic EKTS supports multiple Directory Numbers (DNs) and the sharing of DNs between other EKTS users or terminals, in an EKTS group. Basic EKTS allows only one call appearance for a DN, so only one call may be associated with a given DN.

Basic EKTS and Call Appearance Call Handling (CACH) EKTS terminals may be members of the same EKTS group; however, a DN which is shared across Basic EKTS and CACH EKTS terminals may only be assigned one call appearance. EKTS is only used to manage voice calls. An EKTS primary DN can be an alternate voice/data DN.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

  2. Features and Capabilities (cont'd)

  Call Appearance Call Handling (CACH)
  CACH supports multiple directory numbers (DNs), multiple call appearances of each DN, and the sharing of one or more call appearances of one or more DNs with other users or terminals, within the same EKTS group. The quantity of calls which may be associated with a given DN is the number of call appearances assigned to the DN. Up to four call appearances may be assigned as standard provisioning.

  Basic EKTS and CACH EKTS terminals may be members of the same EKTS group; however, a DN which is shared across Basic EKTS and CACH EKTS terminals may only be assigned one call appearance. EKTS is only used to manage voice calls. An EKTS primary DN can be an alternate voice/data DN.

  Call Hold
  Allows the customer to place a call on hold at the central office, making the channel available for another call (either incoming or outgoing). This can be done through software in the customer's equipment or by depressing a properly programmed button on the customer's equipment.

  Call Transfer
  (See Flexible Calling.)

  Called Number Display
  Displays the called number on compatible customer premises equipment when an outgoing call is placed.

  Caller ID
  (See Calling Number Identification.)

  Calling Number Identification
  Displays the caller's number, if not blocked, on compatible customer premises equipment when an incoming call is received. This feature will forward the calling number from the appropriately equipped originating central office to the customer provided display device.

  Clear Channel Capability
  Allows all 64 Kbps on each B Channel to be used for customer information, since all signaling and control functions are handled by the D Channel, over the ISDN Direct Line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between the ISDN Direct Line and the distant end of the call.

  Complementary Network Services
  (See Other Applicable Charges and Payments.)
  •   Alternate Answering (Call Forwarding Don't Answer)
  •   Busy Line Transfer (Call Forwarding Busy Line)

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

2. Features and Capabilities (cont'd)

    Conference Calling - 3 Way
    (See Flexible Calling.)

    Custom Calling Features
    (See Other Applicable Charges and Payments.)
    - Call Forwarding Busy Line (See Complementary Network Services.)
    - Call Forwarding Don't Answer (See Complementary Network Services.)
    - Call Forwarding Variable
    - Speed Calling - 8 (Voice capability only)[1]
    - Speed Calling - 30 (Voice capability only)

    Denied Origination
    Allows call terminations, but prevents the origination of a call.

    Denied Termination
    Allows call originations, but prevents the termination of a call.

    Flexible Calling
    Flexible Calling is a set of capabilities that allows an ISDN user to establish and control two or more concurrent calls using a single "B" channel.
    - Conference allows a user to hold incoming or outgoing calls, initiate another call, then return to the original call, adding on the last party.
    - Transfer allows incoming and outgoing calls to be transferred to other lines. The customer initiating the transfer is responsible for any local or toll charges on transferred calls.
    - Drop allows the user to drop the last party added to a conference call.

    Hunt Group for Shared Data Access
    Provides for the automatic search of a group of shared ports to find an available port in response to a connection request. The types of Hunting are limited to Series Completion, Multi-Line and Circular.

    Hunting[2]
    Directs incoming calls to a busy line appearance to a predetermined number to search for a line on which to complete the call. This may be another Circuit Switched Voice Channel or another ISDN station. The types of Hunting are limited to Series Completion, Multi-Line and Circular. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving central offices.

/1/ Speed Calling 8 is withdrawn for business customers effective October 31, 2013.
/2/ This feature is not available for Alternate Voice and Data Channel service configurations.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. Features (cont'd)

2. Features and Capabilities (cont'd)

    Intercom Calling
    Allows a voice user to be able to call another voice user within the Electronic Key Telephone
    Service (EKTS) intercom group without affecting the busy/idle status of any of the Directory
    Numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice
    user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit
    intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom
    address. This is a form of abbreviated dialing in that, one voice user can dial another by simply
    hitting the intercom button and then dialing no digits, one or two digits respectively.

    Message Service
    (See Message Waiting Indicator.)

    Message Waiting Indicator
    Provides the ability to indicate to the ISDN station user that they have a voice or electronic
    message waiting at their Message Storage and Retrieval (MSR) System. The Message Waiting
    Indicator may be used to present either a visual or audible signal, for the specified ISDN Ordering
    Code or Customer Premisis Equipment (CPE), to the user as determined by the customer's
    equipment and central office capability.

    Multiple Call Appearance
    Provides up to four appearances of the station's primary Directory Number or secondary number
    on the same instrument. These appearances may provide additional access from the public
    network, and/or may originate unique dial tone for additional outgoing access. (See Additional
    Multiple Call Appearance for applications that require more than four call appearances on the
    same device.) This feature may impact the use of Shared Call Appearance in certain serving
    central offices.

    Redirecting Number Delivery
    For incoming calls forwarded to an ISDN user, Redirecting Number Delivery delivers to the ISDN
    user's compatible CPE the Directory Number (if not blocked), associated with the forwarding
    party and the reason why the call was forwarded.

    Secondary Telephone Number
    Provides an additional number and one call appearance which is not physically terminated, but
    exists in the programming of Circuit Switched Voice. The additional Directory Number, while not
    terminated on a dedicated facility, may be accessed from the network, and may originate unique
    outgoing dial tone from one instrument that has another directory number as its primary Directory
    Number.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

D. **Features (cont'd)**

    2. Features and Capabilities (cont'd)

        Shared Call Appearance
        Provides the capability for a Directory Number appearance to be shared by two or more ISDN
        stations. A user may bridge onto an active call on the shared appearance. For call privacy,
        manual bridge exclusion capabilities are available to prevent other stations from bridging on to
        selected calls.

        Station-Controlled Conference (6 Port)
        Provides an additional number and one call appearance which is not physically terminated, but
        exists in the programming of Circuit Switched Voice. The additional Directory Number, while not
        terminated on a dedicated facility, may be accessed from the network, and may originate unique
        outgoing dial tone from one instrument that has another Directory Number as its primary Directory
        Number.

E. **Technical References**

    All Customer Premises Equipment used to interface with ISDN Direct Service is required to conform
    with the Technical Reference Specifications used by the Company.

Subject	**Technical Reference**
Ameritech ISDN Interface Specification	AM-TR-NIS-000068

    The Technical Reference can be obtained from:

    APEx Support Team
    (734) 523-7348

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices

The prices shown for ISDN Direct are exclusive of local and toll charges and associated customer premises equipment. Charges for other services or features normally applied on a per line basis apply on a per number basis for this service. ISDN Direct Lines are also subject to End User Common Line (EUCL) charges. (See Other Applicable Charges and Payments.) The customer shall be liable for all adjustments to the EUCL charge per ISDN Direct Line, per month, as authorized or mandated by the Federal Communications Commission (or by any regulatory body or commission or court of competent jurisdiction). Charges for the loop, EUCL, usage and optional features are based upon the customer's class of service. Charges for usage and optional features will be applied on a per channel service capability basis. When the customer's premises and the central office providing ISDN Direct are located in different Service Areas, Base Rate charges will apply. (See Other Applicable Charges and Payments.) Customers provided this service arrangement will require three Interexchange Mileage component charges and six Channel Mileage Termination charges for each ISDN Direct Line they purchase. In cases where the customer's premises are in Independent Telephone Company (ITC) serving areas, the Company will assess Base Rate Interexchange Mileage charges only to the point of meet with the ITC or intermediate ITC. Charges for ITC services will be assessed by the ITC.

1. Service Elements

Description /Billing Code/	Nonrecurring Charge	1-Month	Monthly Payment Term Payment Plans[1] 36-Month	60-Month
ISDN CO Termination /P2B/	$50.00	$1,425.00 (I)	-	-
ISDN Direct Line /P2L/				
Access Area A	-	1,083.00 (I)	-	-
Access Area B	-	575.00 (I)	-	-
Access Area C	-	223.00 (I)	-	-
Circuit Switched Capability, per B Channel /BSB1D/	15.00	161.00 (I)	$3.75	$3.50

[1] Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices (cont'd)

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	1 Month	Monthly Payment Term Payment Plans[1] 36-Month	60-Month
Additional Call Offering, each /NCO/	$5.00	$3.00	-	-
Additional Multiple Call Appearances, each /ACSPB/	5.00	2.00	-	-
Advanced Custom Calling Features - Automatic Callback - Call Screening - Repeat Dialing (See Other Applicable Charges and Payments)				
Complementary Network Services - Alternate Answering - Busy Line Transfer (See Other Applicable Charges and Payments)				
Custom Calling Features - Call Forwarding Variable (See Other Applicable Charges and Payments)				
Intercom Calling /NZV/	5.00	2.50	-	-
Message Waiting Indicator, each /MLN/	5.00	2.00	-	-
Secondary Telephone Numbers, each /DO6/	5.00	2.50	-	-

[1] Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. **Prices (cont'd)**

1. Service Elements (cont'd)

Description /Billing Code/	Nonrecurring Charge	Monthly Payment Term Payment Plans[3]		
		1 Month	36-Month	60-Month
Station Controlled Conference - 6 Port /EQ6/	$15.00	$14.00	-	-
Subsequent charges for Circuit Switched rearrangements to add, change or move line appearances or feature appearances, per line, per occasion /REA16/				
Custom Ordering Charge, per ISDN Direct Line /NR91Z/	15.00		-	-
Flat Rate Access [1]	75.00			
Access Area A[2] /UXG1X/		74.80	-	-
Access Area B[2] /UXG1X/		74.80	-	-
Access Area C[2] /UXG1X/		74.80	-	-

/1/ Available only with IOCs S1, U, V, EZISDN1 and EZISDN1A
/2/ Access Areas as specified in Part 4, Section 2.
/3/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. **Prices (cont'd)**

2. Other Applicable Charges and Payments

Service Ordering and Line Connection charges are also applicable for the establishment of ISDN Direct Service.

References:

Service	**Reference**

Advanced Custom Calling Features
  Automatic Callback
  Call Screening
  Repeat Dialing
	Part 7, Section 2

Base Rate Service	Part 15, Section 3

Complementary Network Services
  Alternate Answering
  Busy Line Transfer
	Part 7, Section 3

Custom Calling Features
  Call Forwarding Variable
  Speed Calling – 8[1]
  Speed Calling – 30
	Part 7, Section 1

End User Common Line (EUCL)	Ameritech Operating Companies Tariff F.C.C. No. 2, Section 4
ITAC Supplemental Charge	Part 8, Section 9
Service ordering and line connection	Part 3, Section 1

Usage
  Flat[1]
  Message
  Minutes of Use
	Part 4, Section 2

/1/ Speed Calling 8 is withdrawn for Business customers, effective October 31, 2013.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices (cont'd)

3. Payment Plans

Month to Month
Integrated Services Digital Network (ISDN) Direct Service is offered on a Month-to-Month basis. Month-to-Month prices will be subject to Company initiated price adjustments.

Term Payment Plans[1]
ISDN Direct Service is offered under the Term Payment Plan (TPP) which allows the customer to pay for the service over a customer selected Term Payment Plan. Customers may elect to subscribe to ISDN Direct Service for an extended period under a TPP option which allows the customer to select a 36- or 60-month payment plan. During the length of the selected TPP, monthly prices for service ordered under the plan will automatically change (increase or decrease) as Company initiated price changes become effective. However, under no circumstances will any price change cause the monthly price for the service to exceed the price that was in effect at the beginning of the selected TPP term.

In addition to other regulations of this Guidebook, the following terms and conditions apply to TPPs:

a. Changes
With the written permission of the Company, the obligation to pay the TPP[1] charges may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer.

b. Renewal Options
If the customer does not request discontinuance of service, service will be continued at the Month-to-Month price then currently in effect for the Month-to-Month Payment Plan.

/1/ Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.

INTEGRATED SERVICES DIGITAL NETWORK (ISDN) DIRECT SERVICE (cont'd)

F. Prices (cont'd)

4. Termination Charges[1]

In the event of termination of the service provided under the Term Payment Plan (TPP) during the TPP term, the customer will remain liable for payment of a percentage of the monthly TPP charges for the remainder of the term as indicated below, which shall upon any such termination immediately become due and payable in its entirety. Customers requesting termination of service prior to the expiration date of the TPP term will be liable for a termination charge. The termination charge for all TPP terms will be, in addition to any unpaid Special Construction or Nonrecurring Charges (excluding waived charges), equal to fifty percent (50%) of all recurring charges for the remaining months of the customer's TPP term. All termination charges will be based on the TPP prices in effect at the time of termination. Termination charges are not applicable to changes in the physical location of the customer's ISDN Direct Services as long as the service originates in the same serving central office area.

[1] Effective August 31, 2011, Term Payment Plans are no longer available for new installations or renewals of ISDN Direct Service. ISDN Direct customers currently on a Term Payment Plan may continue service at their existing TPP rate until the contract term expires. Upon completion of the current contract term, customers may continue receiving the service at the then current month-to-month rates. If the customer does not request discontinuance of the service, the month-to-month rates in effect at such time will automatically apply.