

**DeltaCom, LLC**  
**d/b/a EarthLink Business**  
1170 Peachtree Street NE, Suite 900  
Atlanta, GA 30309  
Issued By: Vice President, Tax

Kentucky Tariff No. 5  
1<sup>st</sup> Revised Title Page  
Cancels Original Title Page (T)

Issued: December 31, 2015

Effective: January 1, 2016

RESALE COMMON CARRIER SERVICE

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*This tariff, Kentucky Tariff No. 5, issued by DeltaCom, LLC d/b/a EarthLink Business,  
replaces in its entirety  
Kentucky Tariff No. 3 issued by DeltaCom, Inc. d/b/a EarthLink Business*

TITLE SHEET

KENTUCKY TELECOMMUNICATIONS TARIFF

Of

DELTACOM, LLC D/B/A EARTHLINK BUSINESS

This tariff contains the descriptions, regulations and rates applicable to the furnishing of service facilities for telecommunications provided by DeltaCom, LLC d/b/a EarthLink Business with principal offices at 1170 Peachtree Street NE, Suite 900, Atlanta, GA 30309, telephone number 404-815-0770. This tariff is on file with the Public Service Commission and copies may be inspected, during normal business hours, at the Company's principal place of business. (T)



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**CHECK SHEET**

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

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**SYMBOLS**

- (C) – To Signify Changed Regulation
- (D) – Delete or Discontinue
- (I) – Change Resulting in an Increase to a Customer's Bill
- (M) – Moved from another Tariff Location
- (N) – New
- (R) – Change Resulting in a Reduction to a Customer's Bill
- (T) – Change in Text but no Change to Rate or Charge



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**TARIFF FORMAT**

- A. Sheet Numbering – Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers – Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the Public Service Commission. For example, the 4<sup>th</sup> revised Sheet 14 cancels the 3<sup>rd</sup> revised Sheet 14.
- C. Paragraph Numbering Sequence – There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1.
  - 2.1.1.A.1.a.
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- D. Check Sheets – When a tariff filing is made with the Public Service Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the Public Service Commission.



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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS**

Access Line – An arrangement which connects the customer’s location to the Company’s network switching center.

Authorization Code or Identification Code - A numerical code, one or more of which are available to a customer to enable him to access the carrier, and which is used by the carrier both to prevent unauthorized access to its facilities and to identify the customer for billing purposes.

Company or Carrier – DeltaCom, LLC d/b/a EarthLink Business unless the context means otherwise.

Customer - The person, firm, corporation or other entity which orders or uses service and is responsible for the payment of charges and for compliance with tariff regulations. A business customer is a telephone company subscriber whose use of such telephone company service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, or where the listing required is such as to indicate business use, and is therefore charged business rates for basic telephone service. A residential customer is a telephone company subscriber whose use of such telephone service is of a domestic nature, and not substantially of an occupational nature, and who is therefore charged residential rates for basic telephone service.

Local Service Management System (LSMS) - An intermediate data base system which receives downloads of Customer records from the SMS/800 and further downloads them to the appropriate SCPs.

Responsible Organization (Resp. Org.) - The carrier entity that has responsibility for the management of 800 numbers in the Service Management System (SMS/800) including maintaining Customer records in the SMS/800 system. Also, the entity which accesses the SMS/800 to: (a) search for and reserve 800 numbers; (b) create and maintain 800 number Customer records, including call processing records; and (c) provide a single point of contact for trouble reporting. The SMS/800 recognizes one Resp. Org. for each 800 number.



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**SECTION 1 – TECHNICAL TERMS AND ABBREVIATIONS (CONT'D.)**

Service Control Point (SCP) - The real-time data base system in the 800 Data Base Service network that contains instructions on how customers wish their calls to be routed, terminated or otherwise processed.

Service Management System (SMS/800) - The main administrative support system of 800 Data Base Service. It is used to create and update Customer 800 Service records and that are then downloaded to Service Control Points (SCPs) for handling customer's 800 Service calls and to Local Service Management Systems (LSMSs) for subsequent downloading to SCPs. The system is also used by Resp. Orgs. to reserve and assign 800 numbers. Subscriber - Same as Customer definition.

Vertical Features - Services such as call validation, "Plain Old Telephone Service" (POTS) number translation and provision of statistical information on the Customer's 800 traffic, which may be obtained by the Company from Local Exchange Company access tariffs on behalf of a DeltaCom inbound 800 subscriber for which DeltaCom serves as Resp. Org. Day - From 8:00 AM up to but not including 5:00 PM local time Monday through Friday.

Night/Weekend - From 11:00 PM up to but not including 8:00 AM Sunday through Friday, and 8:00 AM Saturday up to but not including 5:00 PM Sunday

Holidays - DeltaCom, LLC's recognized holidays are January 1, July 4, Labor Day, Thanksgiving Day and Christmas Day, on which Evening Rates apply from 8:00 AM to 5:00 PM in lieu of regular rates, if the holiday falls on a weekday.



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**SECTION 2 – RULES AND REGULATIONS**

The rates provided in Section 2 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 6 - Non-Term Rates. (N)  
|  
|  
(N)

**2.1 Undertaking of the Company**

The Company's services and facilities are furnished for communications originating at specified points within the Commonwealth of Kentucky under terms of this Tariff.

The Company installs, operates and maintains the communication services provided hereinunder in accordance with the terms and conditions set forth under this Tariff. It may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company network. The customer shall be responsible for all charges for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer term basis, and are available 24 hours per day, 7 days per week.

**2.2 Limitations**

2.2.1 Service is offered subject to the availability of facilities and the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue furnishing service, or limit the use of service necessitated by conditions beyond its control; or when the customer is using service in violation of the law or the provisions of this tariff.

2.2.3 All facilities provided under this tariff are directly controlled by the Company and the customer may not transfer or assign the use of service or facilities, except with the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.2 Limitations (Cont'd.)

2.2.4 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferee, as well as all conditions of service.

2.3 Liabilities of the Company

2.3.1 DeltaCom, LLC's liability for damages arising out of mistakes, interruptions, omissions, delays, errors or defects in the transmission occurring in the course of furnishing service and facilities, shall in no event, exceed an amount equivalent to the proportionate charge to the customer for the period during which the aforementioned faults in transmission occur.

2.3.2 DeltaCom, LLC shall be indemnified and held harmless by the customer against:

- A. Claims for libel, slander, or infringement of copyright arising out of the material, data, information, or other content transmitted over the Company's facilities.
- B. All other claims arising out of any act or omission of the customer in connection with any service or facility provided by DeltaCom, LLC

2.3.3 Where any claim arises out of the Company acting as a Resp. Org. or where DeltaCom Inbound 800 Service is not made available on the date committed, or cannot otherwise be made available after the Company's acceptance of the customer's order, or as provided with a number(s).



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.3 Liabilities of the Company (Cont'd.)

2.3.3 (Cont'd.)

other than the one(s) committed by ITC^DeltaCom to the customer, or the number or numbers are not included in a third party directory assistance data base or are included in an incorrect form, or Vertical Features are not obtained or obtained in error, and any such failure or failures is due solely to the negligence of ITC^DeltaCom, in such case the Company's liability, if any, is limited to the lesser of (a) the actual monetary damages incurred and proved by the customer as the direct result of such failure or failures, or (b) the sum of \$1,000.00. ITC^DeltaCom shall not be liable at all for the use, misuse, or abuse of a customer's inbound 800 service by third parties, including, without limitation, the customer's employees or members of the public who dial the customer's 800 number by mistake. Compensation for any injury the customer may suffer due to the fault of others than ITC^DeltaCom must be sought from such other parties. In the event that ITC^DeltaCom causes the misrouting of calls, the Company's sole liability shall be to provide a credit equal to the charges for the affected calls.

2.3.4 In no event shall Customer have any claim against ITC^DeltaCom Communications, Inc. for any fraudulent usage over Customer's PBX or CPE, with Direct Inward System Access capability, by an outside caller or employees of the Customer, other than as provided in Section 2.3.1.

2.3.5 Errors or Damages Caused by System Date Limitation. The Company's liability for errors or damage resulting from the inability of the Company's systems to process dates, such as the Year 2000, shall be limited to an amount equal to the proportionate amount of the Company's billing for the period of service during which the errors or damages occur.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.4 Interruption of Service

- 2.4.1 Credit allowance for the interruption of service which is not due to the Company's testing or adjusting, negligence of the customer, or to the failure of channels or equipment provided by the customer, are subject to the general liability provisions set forth in 2.3.1 herein. It shall be the obligation of the customer to notify the Company immediately of any interruption in service for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or is not in wiring or equipment, if any, furnished by the customer and connected to the Company's facilities.
- 2.4.2 For purposes of credit computation, every month shall be considered to have 720 hours.
- 2.4.3 No credit shall be allowed for an interruption having a continuous duration of less than two hours.
- 2.4.4 The customer shall be credited for an interruption of two hours or more at the rate of 1/720th of the monthly charge for the service or facilities affected for each hour or major fraction thereof that the interruption continues.

Credit Formula:

Credit =  $A/720 \times B$ , where

"A" – outage time in hours

"B" – total monthly charge for affected service or facility.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.4 Interruption of Service (Cont'd.)

2.4.5 Validation of Credit

ITC^DeltaCom reserves the right to validate the credit worthiness of Subscribers through available credit verification procedures. Credit shall be deemed established if:

- A. The applicant demonstrates that he is a satisfactory credit risk by appropriate means including, but not limited to, the production of substantive references which may be quickly and inexpensively checked by the Company;
- B. The applicant has been a customer of the Company for a similar type of service within a period of twenty-four consecutive billings preceding the date of application and during the last twelve consecutive billings for that prior service has not had service discontinued for non-payment of bill or had more than one occasion in which a bill was not paid within the period prescribed by the reasonable regulations of the Company on file with the Commission; provided, that the average periodic bill for such previous service was equal to at least fifty per centum of that estimated for the new service; and provided further, that the credit of the applicant is unimpaired; or
- C. The applicant furnishes a satisfactory guarantor to secure payment of bills for the service requested in a specified amount not to exceed the amount of the cash deposit prescribed in section 2.6 of this tariff.
- D. The applicant makes a cash deposit to secure payment of bills for service prescribed in section 2.6 of this tariff.
- E. An applicant for service who previously has been a customer of the Company and whose service has been discontinued by the Company during the last twelve billings of that prior service because of nonpayment of bills, may be required to reestablish credit in accordance with section 2.6; except that an applicant for residential service shall not be denied service for failure to pay such bills for classes of nonresidential service.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.5 Restoration of Service

The use and restoration of service shall be in accordance with the priority system specified in Part 64, Subpart D of the Rules and Regulations of the FCC.

2.6 Deposits

DeltaCom will neither require nor accept deposits from its customers in the Commonwealth of Kentucky.

2.7 Taxes

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively. In addition, the Company will itemize and pass through all taxes imposed by a local jurisdiction (e.g., county and municipal taxes, including but not limited to franchise fees and license fees). Any taxes imposed by a local jurisdiction will only be recovered from those Customers located in the affected jurisdiction.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.8 Payment and Billing

2.8.1 Service is billed on a monthly basis.

2.8.2 All recurring monthly subscriber service charges and usage rated charges are billed in arrears.

2.8.3 Billing will be payable upon receipt of bill. Interest will be charged on any amount unpaid after twenty (20) days of the billing date at a 1 1/2% monthly rate.

2.8.4 In the event a subscriber accumulates more than \$250.00 of undisputed delinquent ITC^DeltaCom Inbound 800 service charges, the ITC^DeltaCom Resp. Org. reserves the right to not honor that subscriber's request for a Resp. Org. change until such undisputed charges are paid in full.

2.8.5 All customers will be charged a monthly account maintenance fee of \$9.41. The monthly account maintenance fee will be waived if the customer elects to obtain their call detail on-line in lieu of receiving paper copies of their call detail. (I)

2.8.6 Duplicate Bills

A Duplicate Bill Charge will be applied upon a Customer's request for a duplicate copy of the telephone bill. The Company will assess this charge based on an individual case basis (ICB). Requests for duplicate bills can be made either verbally or in writing.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.9 Minimum Service Period

The minimum period of service is one month unless specifically agreed upon by both the subscriber and Company.

2.10 Cancellation of Service by Carrier for Non-Payment

The carrier, upon written notification to the customer, may discontinue service without incurring any liability if within 35 days after rendition of bill the carrier has not received full payment for service rendered hereunder.

2.11 Cancellation of Service for Cause

2.11.1 The Company may without notice terminate the subscriber's contract, and/or disconnect the service upon:

- A. Abandonment of the service.
- B. Failure of a subscriber to make suitable deposit as required by this tariff.
- C. Impersonation of another with fraudulent intent.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.11 Cancellation of Service for Cause (Cont'd.)

2.11.1 (Cont'd.)

- D. Nonpayment of any sum due for services.
- E. Use of service in such a way as to impair or interfere with the service of other subscribers; such improper use includes, but is not limited to, the use of service by a subscriber or with his permission in connection with a plan or contrivance to secure a large volume of telephone calls, to be directed to such subscriber at or about the same time which may result in preventing, obstructing, or delaying the service of others.
- F. Abuse or fraudulent use of service; such abuse or fraudulent use includes:
  - 1. The use of service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of the charge applicable for the service;
  - 2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain, message telecommunications service or WATS by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the regular charge for such service;



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.11 Cancellation of Service for Cause (Cont'd.)

2.11.1 (Cont'd.)

F. Abuse or fraudulent use of service; such abuse or fraudulent use includes:  
(Cont'd.)

3. Use of service or facilities of the Company for a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment, or harass another;
4. The use of profane or obscene language;
5. The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

G. Any violation of the Company's regulations.

2.11.2 The Company reserves the right to cancel any contract for service with and to discontinue service to any person who uses or permits the use of obscene, profane or grossly abusive language over or by means of the Company's facilities, and who after reasonable notice fails, neglects or refuses to cease and refrain from such practice or to prevent the same, and to remove its property from the premises of such person.

2.11.3 Service(s) may be discontinued by the Company, without notice to the Customer, by blocking traffic to certain countries, or by blocking calls using certain Customer Authorization Codes, or from or to certain NPA-NXXs, when the Company deems it necessary to take action to prevent unlawful use of its Service(s). The Company may restore Service(s) as soon as it can be provided without undue risk.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.12 Customer's Responsibilities in Placement of Orders, Payment of Bills and Compliance with Regulations

The Customer is responsible for placing any necessary orders and complying with tariff regulations for services described herein, and for assuring that its users comply with tariff regulations. The Customer is also responsible for the payment of bills for services described herein. This includes payment for long distance calls or services:

- Originating from the Customer's number(s),
- Accepted at the Customer's number(s) (e.g., Collect Calls),
- Billed to the Customer's number via Third Number Billing if the Customer is found to be responsible for such call or service, the use of a Calling Card, or the use of a Company-assigned special billing number, and
- Incurred at the specific request of the Customer.

2.12.1 The customer is responsible for payment of all charges for service furnished to or used by the Customer, or the Customer's agents, servants, employees or customers. The Customer is also responsible for payment of charges for a third person's use of service to which the Customer subscribes. All charges due from the Customer are payable to the Company or to the Company's authorized billing agent. Any objections regarding billed charges must be reported to the Company or its billing agent within six (6) months after receipt of the bill. Adjustments to the Customer's bill shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

The security of the Customer's Authorization Codes is the responsibility of the Customer. All calls placed using such Authorization Codes shall be billed to and shall be the obligation of the Customer. The Customer is responsible for all calls placed via their

Authorization Code, whether such use is a result of the Customer's intentional disclosure of the Authorization Code, negligent disclosure, or otherwise. However, the Customer shall not be responsible for charges in connection with the unauthorized use of Authorization Codes arising after the Customer notifies the Company of the loss, theft, or other breach of security of such Authorization Codes.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services

2.13.1 The Company reserves the right to require an applicant for DeltaCom Inbound 800 Service to supply the following information when requesting service: an initial traffic forecast, identification of anticipated busy hour, identification of its geographical marketing target areas, and a schedule of marketing and promotional activities. The Company may also require that a new traffic forecast be submitted by the Customer quarterly after service is initiated.

A. DeltaCom Inbound 800 Service is furnished upon condition that the customer contracts for adequate facilities to permit the use of service without injurious effects upon it or any service rendered by the Company. The Company may terminate or refuse to furnish DeltaCom Inbound 800 Service to any applicant, without incurring any liability and without notice to the customer, if the use of the service would interfere with or impair any service rendered by the Company.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.1 (Cont'd.)

B. The customer must obtain an adequate number of access lines for DeltaCom Inbound 800 Service to handle the customer's expected demand in order to prevent interference or impairment of this service or any other service provided by the Company considering: (a) total call volume; (b) average call duration; (c) time-of-day characteristics; and (d) peak calling period. The Company, without incurring any liability and without notice to the customer, may disconnect or refuse to furnish Delta Inbound 800 Service to any customer that fails to comply with these conditions.

2.13.2 Use of number(s): Each DeltaCom Inbound 800 Service telephone number must be placed in actual and substantial use by the customer. "Substantial use" shall mean a pattern of use that demonstrates an intent on the customer's part to employ the number for the purpose for which it was intended; namely, to allow callers to reach the customer, as indicated, for example, by at least thirty (30) average monthly minutes of use or more. Any 800 telephone number associated with DeltaCom Inbound 800 Service that has not been placed in actual and substantial use during the first sixty (60) day period after service activation may be redesignated as a spare number in the SMS 800 database by DeltaCom upon written notice to the customer.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.3 If the customer requests assignment of a specific 800 Service telephone number, the Company may require the customer to submit a number reservation agreement form to the Company. At no time may a customer have more than ten (10) numbers reserved. Any reservation shall be for no more than thirty (30) days and shall be subject to a reservation fee which will be credited to the customer's unpaid balance after DeltaCom Inbound 800 Service has been in actual and substantial use for a consecutive thirty (30) day period. Nothing in this section, or in any other provision of this tariff, or in any marketing materials issued by or on behalf of the Company, shall give any person, including prospective customers who have reserved 800 telephone numbers hereunder or customers who subscribe to and use DeltaCom Inbound 800 Service or their transferee or assigns, any ownership interest or proprietary right in any particular 800 number; however, upon placing a number actually and substantially in use, as defined above, Deltacom Inbound 800 Service customers do have a controlling interest in their 800 number(s). DeltaCom Inbound 800 Service customers may retain the use of their 800 number assignments, even following changes in their 800 carrier and/or Resp. Org.

2.13.4 If a customer places an order for DeltaCom to carry customer's already existing 800 number service, the customer shall provide to DeltaCom the contact names, telephone number and address of the customer's Responsible Organization (Resp. Org). Upon subscription to DeltaCom Inbound 800 Service, the customer may execute a Letter of



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.4 If a customer places an order for DeltaCom to carry customer's already existing 800 number service, the customer shall provide to DeltaCom the contact names, telephone number and address of the customer's Responsible Organization (Resp. Org). Upon subscription to DeltaCom Inbound 800 Service, the customer may execute a Letter of Authorization to transfer Resp. Org. responsibility of its 800 number(s) to DeltaCom Resp. Org. If the customer elects to retain a non-DeltaCom Resp. Org., the customer must notify DeltaCom of any changes in the customer's Resp. Org., in writing, within forty-eight (48) hours of the change. The customer is responsible for all outstanding indebtedness for services provided by a previous Resp. Org. or 800 service carrier. DeltaCom assumes no responsibility or liability with respect to any obligations of the customer to such previous service providers existing at the time of transfer to DeltaCom.

2.13.5 It is the customer's responsibility to provide answer supervision back to the DeltaCom point of connection even when the DeltaCom Inbound 800 Service is connected to switching equipment or a customer-provided communications system. In such case, the equipment or system must provide appropriate supervision so that the measure of chargeable time begins upon answer of the call to the customer's switching equipment or communications system and ends upon termination of the call.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.6 Subject to execution of a Resp. Org. Service Agreement between DeltaCom and the customer, the DeltaCom Resp. Org. will perform the function of Resp. Org. for all DeltaCom Inbound 800 Service orders unless the customer requests another Resp. Org. DeltaCom Resp.Org. functions include: (a) search for and reservation of 800 numbers in the SMS/800; (b) creating and maintaining the 800 number customer record in the SMS/800; and (c) provision of a single point of contact for trouble reporting.

A. Where DeltaCom serves as the Resp. Org. for a DeltaCom Inbound 800 Service customer, DeltaCom will, at the customer's request, subscribe to 800 Directory Listing for the 800 number(s) assigned to the customer. In the event that a customer transfers its 800 service to another Resp. Org., the Company shall cease to subscribe to 800 Directory Listing Service on behalf of the customer and the customer is responsible for assuring that 800 Directory Listing Service is maintained through the new Resp. Org. The customer is responsible for payment of any outstanding 800 Directory Listing charges, including any unexpired portion of any minimum period applicable to such service, and DeltaCom shall have no liability for any interruption or other delay, error, mistake, omission or other defect occurring in connection with the transfer of 800 Directory Listing responsibility.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.13 Specific Regulations for Inbound 800 Services (Cont'd.)

2.13.6 (Cont'd.)

- B. Where DeltaCom serves as the Resp. Org. for a DeltaCom Inbound 800 Service customer, it will at the customer's request, subscribe to Vertical Features obtained from Local Exchange Company access tariffs. When a DeltaCom Inbound 800 Service customer uses Vertical Features obtained by DeltaCom from Local Exchange Company tariffs, the customer shall reimburse DeltaCom for all such charges imposed by a Local Exchange Company. These charges may not be counted toward the attainment of any volume or revenue commitment and will not be discounted.
- C. In the event that a customer cancels its DeltaCom Inbound 800 Service, the customer may elect to retain DeltaCom as its Resp. Org. Where DeltaCom serves as Resp. Org. for a non-DeltaCom Inbound 800 Service customer, a charge for Resp. Org. service will apply as set forth in Section 4 of this tariff.
- D. In the event that a customer cancels its DeltaCom Resp. Org. or Inbound 800 Service, the customer shall be responsible for all outstanding indebtedness to the Company and any outstanding charges applicable to any service obtained by or on behalf of the customer by DeltaCom.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.14 Disputes and Complaints

- 2.14.1 DeltaCom offers direct Customer Service through the Company's toll free Customer Service telephone number: (800) 239-3000 which is available from 9:00 AM until 6:00 PM, Monday through Friday (Eastern Time).
- 2.14.2 In the event of a dispute between the Customer and the Company regarding charges billed by the Company, the Company will investigate the particular case and report the results thereof to the Customer. During the period that the disputed amount is under investigation, the Company will not pursue any collection procedures or assess late fees with regard to the disputed amount. The Customer shall be required to pay the undisputed part of the bill and, if not paid, the Company may discontinue service as set forth in Section 2.10.
- 2.14.3 In the event the dispute is not resolved, the Authorized billing agency and/or DeltaCom shall provide the Customer with the regular telephone number and the toll free 800 number of the Kentucky Public Service Commission. In the event the complaint is made to the KPSC, the Authorized billing agency representing DeltaCom will forego collection of the disputed charges pending investigation by the Commission.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.15 Individual Case Basis (ICB) Arrangements

Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to requests by Customers to the Company, for proposals or for competitive bids. Service offered under this tariff provision will be provided to the Customer pursuant to contract and subject to the Commission's rules and regulations. Unless otherwise specified, the regulations for such arrangements are in addition to the applicable regulations and process in other sections of this tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

2.16 Reserved for Future Use

2.17 Discounts

The Company in its sole discretion may determine the method for calculating any discounts or incentives applicable to the Customer's account.



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**SECTION 2 – RULES AND REGULATIONS (CONT'D.)**

2.18 Service Changes

2.18.1 If the Customer requests to move the location to which the Company provides Service and/or requests changes to an existing Service provided by the Company, the Company will provide Service to the new location and/or accommodate the change in Service to the extent it is technically and economically feasible to do so, as determined in the sole discretion of the Company. To request a move of Service from an existing location to a new location, Customer must contact the Company's Customer Care at least 45 days prior to the move. In the event of a move of the location to which the Company provides Service, one or more of the following charges may apply:

- A. Move Fee as delineated in Section 4.31;
- B. any out of pocket costs incurred by the Company as a result of the termination of the Service(s) either as a result of a move or a change; and/or
- C. any increase in rates allowed by applicable law.

In addition, the Company may require the Customer to sign a new Term Plan Agreement for Service in the new location.



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**SECTION 3 – DESCRIPTION OF SERVICE**

3.1 Service Elements

3.1.1 Timing of Calls

Call timing begins when called party goes off-hook. Call timing stops when either calling or called party hangs up.

3.1.2 Calculation of Distance

Usage charges for all mileage sensitive services are based on the airline distance between rate centers associated with the originating and terminating points of the call. The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The Company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communications Research in their NPA-NXX V & H Coordinates Tape and Bell's NECA Tariff No. 4.

$$\sqrt{\frac{(V_1 - V_2)^2 + (H_1 - H_2)^2}{10}}$$

3.1.3 Minimum Call Completion Rate

A customer can expect a call completion rate (number of calls completed/number of calls attempted) of not less than 99% during peak use periods for all services.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.1 Service Elements, continued

3.1.4 Computation of Charges

For the computation of charges, the duration of each call is measured and rounded up to the applicable billing increment, then multiplied by the applicable rate and if the computed charge for any individual call results in a fraction of a cent, the fraction is then rounded up to the next whole cent on a per call basis. For example, a service may provide that each call will be charged a minimum of 18 seconds and thereafter timed in 6-second increments; therefore, under this example, a 10-second call will be rounded up to 18 seconds (0.3 minutes), and a 44-second call will be rounded up to 48 seconds (0.8 minutes). If, after multiplying the billing increment by the applicable rate, the computed charge for an individual call results in a fraction of a cent, the fraction is rounded up to the next whole cent (for example, \$1.523 would round up to \$1.53). Once the charge for each call is computed as described above, the calls are summed on the Customer's invoice.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.1 Travel Call

Travel Call service offers access to ITC^DeltaCom's switching facility through intrastate 800 access numbers. A surcharge is levied, on a per call basis, for each access call made to ITC^DeltaCom's switching facility that is subsequently terminated/completed to an exchange.

Upon access to ITC^DeltaCom's switching facility, the customer may originate calls via other ITC^DeltaCom services through the use of the customer's regular Identification Code.

In addition to the Travel Call surcharge, the subscriber's regular usage rates, as described throughout this tariff, are levied from the customer's home exchange to the terminating exchange.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.2 Delta Private Line Service

This service is offered when, in the judgment of the Company, adequate and appropriate facilities are available and consists of provision of an interLATA dedicated access channel suitable for analog voice or digital data communications between and/or among the Company's point of presence (POP). Charges include an installation charge, a flat rate monthly recurring charge and a charge based on the airline distance between the points of presence. A monthly recurring charge discount will apply when the subscriber's private line service falls within a specified service term.

The Company may also provide to the subscriber, when interLATA services are provided as stated above and incidental to the provision of those services, access channels between the subscriber's premises and any other point in Kentucky not serviced by Company point of presence at rates identical to the rates of the exchange carrier or carriers providing the service. Access will be provided the subscriber on this same reimbursement rate basis for the channels connecting the subscriber premises to the Company point of presence on both the originating and terminating ends.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.3 Operator Services

Operator Service is provided on a per call service charge basis. In addition to the per call service charge, applicable usage rates apply. This operator service is available on a 24 hour per day, seven day per week basis, on calls originated from Kentucky exchanges served by the Company.

The customer may select from the special call handling and billing arrangements specified below. Call rates and charges and applicable service charges will be assessed to the call originator, the called party's telephone number or a third party's telephone number, based upon the call type (i.e., operator dialed, collect, third number billed, or credit card billed) initiated by the call originator and the appropriate acknowledgement of other parties, where applicable.

- A. Station to Station
- B. Person to Person
- C. Third Number Billed
- D. Credit Card Billed
  - 1. automated
  - 2. operator assisted
- E. Operator Services are accessed through dialing arrangements as specified below:
  - 1. In "Feature Group D" equal access exchanges where the customer has chosen the Company as its primary interexchange carrier, the customer dials "00" to access the Company's Operator Service.
  - 2. In exchange area where non-equal access facilities are provided, the customer may access the Company's Operator Service by dial a 1-800 number plus the digit "0."
  - 3. In instances where the customer accesses the Company's network via dedicated facilities, Operator Service may be accessed by dialing "0" over the dedicated line.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.4 Destiny Classic With Off-Peak

Destiny Classic with Off-Peak is designed for the customer who places at least 60% of their calls before or after normal business hours. Destiny Classic with Off-Peak is rated on the basis of accumulated minutes of use by traffic type and on a time-of-day basis. All calls are rated based on flat rates and duration. Both installation and monthly charges apply. Timing is in six (6) second increments, after the initial eighteen (18) seconds of each call. If the customer chooses to sign a term agreement, rates will be discounted further.

[AS OF THE EFFECTIVE DATE ABOVE, DESTINY CLASSIC WITH OFF-PEAK IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.5 Pre-paid Calling Cards a/k/a Debit Cards

The card holder can place a call using a prepaid calling card by dialing an 800 telephone number from any touch tone telephone in the U.S., Puerto Rico, U.S. Virgin Islands, or Canada, then entering his or her debit card number, followed by the called party's telephone number. Prepaid calling cards are flat rated and are billed in full minute increments. Cards are available in any denomination, specified by the customer/vendor. If the customer/ vendor chooses to customize a recorded greeting, to be heard each time the card holder uses the pre-paid calling card, an additional charge will apply. The debit card can be reused by paying to recharge the card with a credit card. Special services such as 24 hour customer support, international calling ability, and multilingual capabilities are also offered. Pre-paid calling card system features include the following:

- A. Call Reorigination - The ability for an individual to place up to ten calls without having to reenter their PIN/card number by pressing the "#" key.
- B. Account Balance Prompts - Indicate the user's card balance upon entry to the system and what their balance is after each call is placed.
- C. Call Timing - Capability of the system to notify users when time is running out on their card. A message or warning tone is played to notify the card holder when 1, 2, or 3 minutes remain on the card.
- D. Real Time Tracking - Ability for card holders to obtain a real time balance of their account after each call is placed.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.5 Pre-paid Calling Cards a/k/a Debit Cards (Cont'd.)

- E. Expiration Date - Ability to discontinue a pre-paid calling card's usage if the value of the card has not been used within a predetermined period of time.
- F. Exclusive Call Destinations - Ability for the card holder to designate specific telephone numbers to which their card can place calls.
- G. Detail Card Call Reports - Indicates by individuals or groups the date, time, origination of phone call and number, destination of phone call and number, including total time and charges.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.6 Pinnacle

All Pinnacle calls are rated based on flat rates and duration of the call. Calls are time in 6 second increments after the initial 18 seconds of the call. Pinnacle is divided into the following traffic types: (A) Outbound, (B) Inbound, (C) Calling Card, and (D) International. A minimum 12 month term agreement is required. Term discounts are available to customers who choose to enter into a term agreement for a period of 12, 24, or 36 months. Discounts available to the customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level." The customer may discontinue service by written notice to DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge." However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred from dedicated access, and non-waivable installation charges which include, but are not limited to, engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to DeltaCom in writing 30 days prior to the discontinuance becoming effective.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.6 Pinnacle (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.7 Pinnacle for Associations

Pinnacle for Associations is a discounted long distance business service for groups of customers belonging to a common professional or trade association. A current DeltaCom Association customer may convert their current service to Pinnacle for Associations only if one of the following conditions applies:

- A. the customer chooses to convert their service within the initial 90 days of their current term, and agrees to sign a new term agreement equal to, or of greater length than, their current term agreement;
- B. If the customer's present term is within 6 months of expiration;
- C. If the customer is adding multiple locations and/or new products that will result in an increase in the existing by 50% or more, and the customer enters into a new term of equal or greater length than their present term.

All calls are timed in 6 second increments after the initial 18 seconds of the call. Pinnacle for Associations is divided into the following traffic types: (A) Outbound, (B) Inbound, (C) Calling Card, (D) International. A minimum 12 month term is required. Term discounts are available to customers who choose to enter into a term agreement for 12 or 24 months and discounts available to the customer for the term periods listed are 5% and 7%, respectively, of their total monthly usage. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) months actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level."

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.7 Pinnacle for Associations (Cont'd.)

If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings

3.2.7 Pinnacle for Associations (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" is in addition to usage charges, installation charges and any incentives received during the term. Data circuits require a minimum 12 month term agreement. Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.8 Encore Card

Encore Card is timed in full minute increments. A single rate applies to day, evening, and night calls. Volume discounts apply.

3.2.9 ValueLink

ValueLink allows the customer to obtain a 20% discount on their 5 most frequently dialed numbers. These numbers are obtained from the customer. ValueLink is timed in 6 second increments, after the initial 30 seconds of the call.

3.2.10 Dial Up

Dial Up is timed in full minute increments. Usage charges for this service are based on accumulated minutes of use and on a time-of-day basis. No volume discounts apply.

[AS OF THE EFFECTIVE DATE ABOVE, ENCORE CARD IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]

[AS OF THE EFFECTIVE DATE ABOVE, VALUELINK AND DIAL UP SERVICES ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.11 Aspect Option B

All Aspect calls under Option B are rated based on flat rates and duration of the call. No term or volume discounts apply. Inbound and Outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call and calling card calls are timed in six (6) second increments after the initial thirty (30) seconds of each call. This service is offered via switched access only. All customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective.

[AS OF THE EFFECTIVE DATE ABOVE, VALUELINK AND DIAL UP SERVICES ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.11 Aspect Option D (Cont'd.)

Aspect Option D is intended only for new ITC^DeltaCom Customers. However, a current ITC^DeltaCom customer may convert their current service to Aspect Option D if one of the following conditions applies:

- A. If the customer chooses to convert their service within the initial 90 days of their current term, if the customer agrees to enter into a new term agreement, equal to or of greater length than, their present term agreement;
- B. If the customer's present term is within six (6) months of expiration;
- C. If the customer has not entered into a term agreement; or
- D. If the customer is adding multiple locations and/or new products that will result in an increase in the existing account by 50% or more, and the customer enters into a new term of equal or greater length than their present term. Conversions will occur only at the customer's bill cycle.

All Aspect Option D calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls, but may be different for switched or dedicated access. Term discounts are available to customers who choose to enter into a term agreement for a period of 12, 24, or 36 months. Discounts available to the customer for the term periods listed are 5%, 7%, and 10%, respectively, of their total monthly usage. The term begins when the customer's first usage occurs, rather than on the "signed" date of the term agreement. There is no minimum usage requirement for customers who do not enter into a term agreement. Should the customer choose to enter into a term agreement, an "Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual toll usage, excluding directory assistance, multiplying by



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.11 Aspect Option D (Cont'd.)

twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during (D) the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If a customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the customer. The "Discontinuance Charge" for early termination of a term agreement consists of the "Annual Usage Commitment Level" as described above, plus the total of all waived installation charges and any incentives received during the term. The "Discontinuance Charge" for early termination of the term agreement is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.11 Aspect Option D (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement. A surcharge will apply per call billed to a calling card.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.12 Aspect Option D for Associations

Aspect Option D for Associations is a discounted long distance(T) service for groups of customers belonging to a common professional or trade association and is intended only for new ITC^DeltaCom customers. However, a current ITC^DeltaCom Association customer may convert their current service to Aspect Option D for Associations if one of the following conditions applies:

- A. If the customer chooses to convert their service within the initial 90 days of their current term, if the customer agrees to enter into a new term agreement, equal to or of greater length than, their present term agreement;
- B. If the customer's present term is within six (6) months of expiration;
- C. If the customer has not entered into a term agreement; or
- D. If the customer is adding multiple locations and/or new products that will result in an increase in the existing account by 50% or more, and the customer enters into a new term of equal or greater length than their present term. Conversions will occur only at the customer's bill cycle.

All Aspect Option D for Associations calls are rated based on flat rates and duration of the call. Calls are timed in six (6) second increments after the initial eighteen (18) seconds of the call. Service rates are the same for inbound and outbound calls, but may be different for switched or dedicated access. Term discounts are available to customers who choose to enter into a term agreement for a period of 12 or 24 months. Discounts available to the customer for the term periods listed are 5%, or 7%, respectively, of their total monthly usage. The term begins when the customer's first usage occurs, rather than on the "signed" date of the term agreement. There is no minimum usage requirement for customers who do not enter into a term agreement. Should the customer choose to enter into a term agreement, an



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.12 Aspect Option D for Associations (Cont'd.)

"Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level". The customer may discontinue service by written notice to ITC^DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to ITC^DeltaCom in writing 30 days prior to the discontinuance becoming effective. If a customer who has entered into a term agreement terminates the agreement before the expiration of the term, and after the initial 90 day period of the term, in addition to all accrued charges for usage, a "Discontinuance Charge" will be charged to the customer. The "Discontinuance Charge" for early termination of a term agreement is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.12 Aspect Option D for Associations (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement. A surcharge will apply per call billed to a calling card.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.13 [Reserved for Future Use]

3.2.14 [Reserved for Future Use]

3.2.15 [Reserved for Future Use]

3.2.16 Family Connections Plus

Family Connections Plus is only offered to residential customers. This service is timed in full minute increments and is rated on a time-of-day basis. No volume discounts apply.

3.2.17 [Reserved for Future Use]

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.18 Personal 800

Personal 800 is an inbound, residential, 800 toll service offering that enables the subscriber to receive calls from any domestic telephone system in Kentucky over the subscriber's local exchange service line. The charges for such calls are billed to the terminating subscriber, rather than to the originating party. Usage charges are based on accumulated minutes of use. Calls are rated based on a flat rate and duration. Calls are timed in 1/10th minute increments, after the initial minute. A volume discount plan applies to usage over a specified, combined inter/intrastate amount. Both installation and monthly recurring charges apply.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.19 Quest

Quest is offered as four separate classes of service. These classes of service are (1) Quest Switched, (2) Quest Dedicated, (3) Quest Switched-Association and (4) Quest Dedicated-Association. Quest Switched and Quest Switched-Association are switched access services; Quest Dedicated and Quest Dedicated-Association are dedicated access services. To subscribe to Quest Switched-Association or Quest Dedicated-Association, the subscriber must belong to a recognized professional or trade association. Calls over all of Quest's classes of service are divided into the following traffic types.

- A. Outbound Toll – All long distance calls which originate from either the subscriber's switched or dedicated access lines, and are subsequently terminated to points within the continental U.S.
- B. Inbound 800 – All 800 calls which terminate to the subscriber's switched or dedicated access lines.
- C. Card – All cards where the subscriber uses a personalized, plastic card describing an 800 access number, an authorization code, and dialing instructions in accessing DeltaCom's switching facility; and whereby the dialed call is subsequently terminated to a point within the continental U.S. These calls are not subject to a surcharge as specified in other sections of this tariff.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.19 Quest (Cont'd.)

Usage charges are based on class of service and accumulated minutes of use by traffic type as described in the preceding 1, 2, and 3. All Quest calls are rated based on flat rates and duration of call. There is no charge for unanswered calls. Timing for all traffic types is in 6 second increments, after the initial 18 seconds of each call. Term Discounts apply when elected by the subscriber. The customer may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 8%, 14%, and 17%, respectively, of their total monthly usage. Should the customer choose to enter into a term agreement an "Annual Usage Commitment" will apply. The customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth month of the customer's term, the customer's usage must be at or above the established "Annual Usage Commitment Level." If the customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the customer agreed, the customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The customer may discontinue service by written notice to DeltaCom within the first 90 days of the term without incurring a "Discontinuance Charge". However, upon cancellation during the first 90 days of the term, the customer will be responsible for payment of all accrued charges for usage plus the total of all waived installation charges, any incentives received during the term, any miscellaneous charges that are incurred for dedicated access, and non-waivable installation charges which include, but are not limited to engineering fees, expedite fees, and carrier and local exchange service order fees. All customer notices of discontinuance must be delivered to



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.19 Quest (Cont'd.)

DeltaCom in writing 30 days prior to discontinuance becoming effective. If the customer has entered into a term agreement and cancels their service after the initial 90 day period, but before the end of the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" is in addition to usage charges, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and installation charges apply for dedicated access services. Data circuits require a minimum 12 month term agreement.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings

3.2.20 Responsible Organization (Resp. Org.)

ITC^DeltaCom shall serve as a Resp. Org. upon the execution of a Resp. Org. Service Agreement between ITC^DeltaCom and the customer. Delta Resp. Org. will perform the function of Resp. Org. for all Delta Inbound 800 Service orders unless the customer requests another Resp. Org. Delta Resp. Org. functions include: (a) search for and reservation of 800 numbers in the SMS/800; (b) creating and maintaining the 800 number customer record in the SMS/800; and (c) provision of a single point of contact for trouble reporting. The liabilities and regulations which govern Delta Resp. Org. are described in Section 2 of this tariff. The rates applicable for Delta Resp. Org. are described in Section 4 of this tariff.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features

The following features may be obtained as an enhancement to an Inbound 800 Service described within this tariff. The rates for the following features shall be in addition to the subscriber's rates for Inbound 800 Service.

A. 800 Referral Service

This feature permits the inbound 800 subscriber to play prerecorded voice information referring callers to other numbers, explaining service conditions, or other general information that a inbound 800 subscriber may elect to provide the 800 callers. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to the subscriber's announcement.

B. [Reserved for Future Use]

[AS OF JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features (Cont'd.)

C. Incoming Exclusion/Area Blocking

This feature permits the inbound 800 subscriber to block originating 800 calls from one or more specific exchanges (NXX) or area codes (NPA). Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in blocking.

D. Dialed Number Identification Service (DNIS)

This feature permits an inbound 800 subscriber with multiple 800 service numbers terminating in the same location to identify the specific 800 service number which was dialed by the calling party and to route the call to the appropriate location. DNIS is only available with dedicated inbound 800 service. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

[AS OF THE JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features (Cont'd.)

E. Time of Day Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single 800 service number to be routed to different locations based on (1) predetermined Company defined time of day or (2) predetermined Customer defined time of day. The number of time of day routing schedules are subject to the Company's capacity to store routing schedules. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

F. Day of Week Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single 800 service number to be routed to different locations based on the particular day of the week. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change in routing.

G. Command Routing

Command Routing is only available to dedicated inbound 800 services. This service permits inbound 800 calls to be rerouted to an alternative, customer provided, predetermined ANI or dedicated circuit, in the event of access blockage. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to an alternative route.

[AS OF THE JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features (Cont'd.)

H. Real Time ANI

Real Time Automatic Number Identification (ANI) Service is a dedicated inbound 800 feature which identifies the calling party's telephone number to the inbound 800 subscriber, provided the terminating subscriber's inbound 800 equipment is appropriately equipped and compatible to receive ANI from the Company. Both installation and monthly recurring charges apply. The monthly recurring charge is a flat rate; and an installation charge is applicable to the initial installation and for each subsequent change to routing.

I. Route Advance

This feature permits the inbound 800 subscriber to control potential congestion of 800 calls by sending the overflow calls from one dedicated line to a switched line or from one dedicated line to another dedicated line, allowing for maximum completion of incoming 800 calls.

[AS OF THE JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features (Cont'd.)

J. Percent Allocation

This feature permits a dedicated line inbound 800 subscriber to route various percentages of calls to two or more answering locations. The subscriber must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The subscriber must have at least two different locations for this routing feature to be available.

K. Directory Listing

This service permits an inbound 800 subscriber's 1-800-XXX-XXXX number to be placed into a third party database and made available to the general public upon request.

[AS OF THE JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.21 Inbound 800 Service Features (Cont'd.)

L. Vertical Features

Vertical Features are provided by Local Exchange Companies. The Company (as the Resp. Org.) will, at the subscriber's request, subscribe to Vertical Features obtained from Local Exchange Company access tariff. When the Company serves as the Resp. Org. for an ITC^DeltaCom Inbound 800 subscriber, the subscriber shall reimburse the Company for all such charges imposed by a Local Exchange Carrier. In those instances where the Company serves as a Resp. Org. for a non-ITC^DeltaCom Inbound 800 subscriber, the charges as outlined in Section 4 shall apply.

[AS OF THE NOVEMBER 13, 1998, VERTICAL FEATURES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

[AS OF THE JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.22 Directory Assistance Services

A. Directory Assistance

Directory Assistance provides the calling party with the ability to obtain name, address and/or telephone number for a listed telephone subscriber. Directory Assistance is reached by dialing 1+ area code+555-1212. Up to two subscriber listings, within the area code dialed, may be obtained on each call to Directory Assistance. A Directory Assistance charge will be applicable for each Directory Assistance call whether or not the subscriber information was available (e.g., when the requested telephone number is unlisted, non-published or no record can be found). A credit will be given for calls to Directory Assistance when:

1. the customer is unable to use a telephone directory because of visual or physical handicap; however, must be for personal use and billed to the handicapped customer's residential telephone number.
2. the customer experiences poor transmission or is cut-off during the call
3. the customer is given an incorrect telephone number, or
4. the customer inadvertently misdials (e.g. the caller dialed 1-205-555-1212 when they intended to dial 1-202-555-1212).

Customers may receive credit by notifying the Company's business office.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.22 Directory Assistance Services, (Cont'd.)

B. Directory Assistance Call Completion

Directory Assistance Call Completion (DACC) is an optional service available for business and residential Customers accessing the Company's Directory Assistance Service. Directory Assistance Customers may choose to have the Company Directory Assistance Operator complete the call to the telephone number requested without requiring the Customer to redial the number. A Directory Assistance Call Completion Surcharge will apply whether or not the call is answered by the called party or the calling party receives a busy signal. These charges are in addition to the Directory Assistance charge for determining the telephone number requested by the Customer and in addition to any applicable Operator Service charges associated with placing the call.

This service is available where facilities permit and may not be available to all customers.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.23 Premier Hospitality

Premier Hospitality is specifically for the hospitality industry which includes, but is not limited to, hotels, motels, hospitals, resorts and condominiums, and other establishments the Company determines to be hospitality in nature. Total usage includes interstate, intrastate as well as international usage. Calls are timed in 6 second increments after the initial 18 seconds of the call. The customer must subscribe to ITC^DeltaCom's operator services exclusively to qualify to receive this product.

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.24 ITC^DeltaCom Unison Option A

ITC^DeltaCom Unison Option A is available to new Customers who bill up to \$499.00 at the time of signing a service term agreement. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 10%, 14%, and 18%, respectively, of their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The requirement to maintain the "Annual Usage Commitment Level" applies as long as the Customer maintains service with ITC^DeltaCom.

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.24 ITC^DeltaCom Unison Option A (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.24 ITC^DeltaCom Unison Option A (Cont'd.)

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.25 ITC^DeltaCom Unison Option A for Associations

ITC^DeltaCom Unison Option A for Associations is available to new Customers who bill up to \$499.00 at the time of signing a service term agreement. Unlike ITC^DeltaCom Unison Option A Customers, ITC^DeltaCom Unison Option A for Associations subscribers must belong to a recognized professional or trade association. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12 or 24 month term agreement and discounts available to the Customer for the term periods listed are 14% and 18%, respectively, of their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." As long as the Customer maintains service with ITC^DeltaCom, the requirement to maintain the "Annual Usage Commitment Level" remains in effect.

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.25 ITC^DeltaCom Unison Option A for Associations (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.25 ITC^DeltaCom Unison Option A for Associations (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.26 ITC^DeltaCom Unison Option J

ITC^DeltaCom Unison Option J is available to new Customers who bill up to \$499.00. Inbound/Outbound calls are timed in six (6) second increments after the initial eighteen (18) seconds of each call and card calls are timed in six (6) second increments after the initial thirty (30) seconds of each call. All calls are rated based on flat rates and duration of the call. No term or volume discounts apply. All Customer notices of discontinuance must be received by the Company 30 days prior to the discontinuance becoming effective.

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.27 ITC^DeltaCom Unison Plus

ITC^DeltaCom Unison Plus is available to new Customers who bill at least \$500.00 at the time of signing a service term agreement. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 10%, 14%, and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." As long as the Customer maintains service with ITC^DeltaCom the requirement to maintain the "Annual Usage Commitment Level" remains in effect.

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.27 ITC^DeltaCom Unison Plus (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.27 ITC^DeltaCom Unison Plus (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.28 ITC^DeltaCom Unison Plus for Associations

ITC^DeltaCom Unison Plus for Associations is available to new Customers who bill at least \$500.00 of usage per month. Unlike ITC^DeltaCom Unison Plus Customers, ITC^DeltaCom Unison Plus for Associations subscribers must belong to a recognized professional or trade association. Calls are billed in 6 second increments after the initial 18 seconds of each call. The Customer may choose to enter into a 12, or 24 month term agreement and discounts available to the Customer for the term periods listed are 14%, and 18%, respectively, of their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." As long as the Customer maintains service with ITC^DeltaCom the requirement to maintain the "Annual Usage Commitment Level" remains in effect.

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.28 ITC^DeltaCom Unison Plus for Associations (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.

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3.2 Service Offerings (Cont'd.)

3.2.28 ITC^DeltaCom Unison Plus for Associations (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.

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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.29 ITC^DeltaCom Unison Select Dedicated Option 1

This product is designed for Customers whose monthly usage is between \$2,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 1 customers may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 16%, 20% or 24%, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.29 ITC^DeltaCom Unison Select Dedicated Option 1 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.29 ITC^DeltaCom Unison Select Dedicated Option 1 (Cont'd.)

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.30 ITC^DeltaCom Unison Select Dedicated Option 2

This product is designed for Customers whose monthly usage is between \$5,000 and \$9,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 2 customers may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 18%, 22% or 26%, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.30 ITC^DeltaCom Unison Select Dedicated Option 2 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.31 ITC^DeltaCom Unison Select Dedicated Option 3

This product is designed for Customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Dedicated Option 3 customers may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the Customer for the term periods listed are 20%, 24 or 28%, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.2 Service Offerings (Cont'd.)

3.2.31 ITC^DeltaCom Unison Select Dedicated Option 3 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800			(Annual Usage Commitment Level)
	<u>\$ 8,600</u>			(Actual usage for 8 month term)
Amount remaining	\$ 5,200			(in 1 <sup>st</sup> year of term)
Amount remaining	<u>\$ 13,800</u>			(in 2 <sup>nd</sup> year of term)
	\$19,000			Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.32 ITC^DeltaCom Unison Select Switched Option 4

This product is designed for Customers whose monthly usage is between \$500 and \$2,499 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 4 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 4 Switched and (2) Unison Select Option 4 Switched-Association. To subscribe to Unison Select Option 4 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 4 Switched customers may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the customer for the term periods listed are 16%, 20 or 24%, respectively, off their total monthly usage. Unison Select Option 4 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 20% or 24%, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.32 ITC^DeltaCom Unison Select Switched Option 4 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multi- plying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.32 ITC^DeltaCom Unison Select Switched Option 4 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.33 ITC^DeltaCom Unison Select Switched Option 5

This product is designed for Customers whose monthly usage is \$2,500 or more at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Unison Select Switched Option 5 is offered as two separate classes of service. These classes of service are: (1) Unison Select Option 5 Switched and (2) Unison Select Option 5 Switched-Association. To subscribe to Unison Select Option 5 Switched-Association, the subscriber must belong to a recognized professional or trade association. Inbound/Outbound and calling card calls are timed in 6 second increments after the initial 18 seconds of the call. Unison Select Option 5 Switched customers may choose to enter into a 12, 24, or 36 month term agreement and discounts available to the customer for the term periods listed are 18%, 22 or 26%, respectively, off their total monthly usage. Unison Select Option 5 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 22% or 26%, respectively, off their total monthly usage. Customers who enter into a term agreement must meet an "Annual Usage Commitment Level."

The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.33 ITC^DeltaCom Unison Select Switched Option 5 (Cont'd.)

If the Customer's usage does not meet this requirement, in the 13<sup>th</sup> month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.2 Service Offerings (Cont'd.)

3.2.33 ITC^DeltaCom Unison Select Switched Option 5 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.3 Enhanced Data Services

3.3.1 ITC^DeltaCom Dedicated Frame Relay Service

ITC^DeltaCom Frame Relay Service is a virtual digital private line arrangement that connects two or more locations. The Port Connection interfaces the customer premises with the Frame Relay network, in conjunction with a digital special access line. Each port Connection will have a minimum of 1 PVC (Permanent Virtual Circuit), which defines the specific path, or address, for data sent by the customer to another location. The Port Connection can accommodate multiple PVCs for increased capacity and/or connectivity to other locations. The minimum service period is one year. Installation and monthly recurring charges apply.

If a Customer, who has entered into a frame relay/data term agreement, terminates the agreement before the expiration of the term, and after the initial 90-day period of the term, in addition to all accrued monthly charges, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" consists of charges for three months of service, plus all waived installation charges and any incentives received during the term. Data circuits require a minimum 12-month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.3 Enhanced Data Services (Cont'd.)

3.3.2 ITC^DeltaCom Frame Relay with NNI Interface

ITC^DeltaCom Frame Relay with NNI Interface Service is a virtual digital private line arrangement that connects two or more locations. The port connection uses a Bell UNI interface to Bell's frame relay connections through NNI interfaces. Each port Connection will have a minimum of 1 PVC (Permanent Virtual Circuit), which defines the specific path, or address, for data sent by the customer to another location. The Port Connection can accommodate multiple PVCs for increased capacity and/or connectivity to other locations. The minimum service period is one year. Installation and monthly recurring charges apply.

If a Customer, who has entered into a frame relay/data term agreement, terminates the agreement before the expiration of the term, and after the initial 90-day period of the term, in addition to all accrued monthly charges, a "Discontinuance Charge" will be charged to the Customer. The "Discontinuance Charge" consists of charges for three months of service, plus all waived installation charges and any incentives received during the term. Data circuits require a minimum 12-month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.3 Enhanced Data Services (Cont'd.)

3.3.3 ISDN

ITC^DeltaCom ISDN Service is a network architecture that supports existing and future voice and data services (integrated access) over either single lines (BRI, or Basic Rate Interface) or T1 (PRI, or Primary Rate Interface) digital lines. Private lines may be provided over ISDN PRI. PRI will be offered using a multi-purpose, digital interface T1, 23 bearer channels for transporting user information (voice, data, etc.), 1 D channel for out-of-band signaling, and a bit rate of 64K per channel. Providing PRI in this manner reduces call set-up time and improves efficiencies of trunk use for both voice and data. Switched 64K/BRI service is offered based on the rate of the service the customer subscribes to. Monthly recurring and miscellaneous charges apply for PRI services as described in Section 4. Three year term plans allow for waiver of installation costs. BRI will be offered using switched 64K access, via local line ANI assignment and local access/BRI service, but is not available in all cities. Calls will be rated at the rates of the service the customer subscribes to, with all volume and term discounts apply; there will be no additional monthly charges. Call costs are based on each 64K line usage (i.e., if two BRI-64K lines are combined for bandwidth, the call will be rated at the rate of the service the customer subscribes to times the number of lines (2)).



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.3 Enhanced Data Services (Cont'd.)

3.3.4 Switched 56

ITC^DeltaCom provides Switched 56 service via channelized DS1 to the ITC^DeltaCom switch. CPE must be provided by the customer and can be provided by DeltaCom. CPE at the customer site must support Switched 56 data. This service is usage sensitive in pricing based on the service selected by the customer. No surcharges apply, but monthly recurring charges do apply for the DS1 access.

[AS OF THE EFFECTIVE DATA ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.4 Patron

Customers may convert their current service to Patron if the Customer is within the last 6 months of their present term. Calls are timed in 6 second increments after the initial 18 seconds of each call. The Customer must choose to enter into a 12, 24, or 36 month term agreement to qualify to receive Patron. If the Customer chooses to extend their new term as a Patron Customer by one year of their previous term, the Customer will receive an additional 3% discount.

If an existing Patron Customer has more than \$1500.00 of switched long distance usage, the Customer's service will convert to Unison Plus. Should this occur, all Unison Plus terms and conditions will apply.

Customers who enter into a term agreement must meet a "Minimum Annual Commitment". The requirement to maintain the "Minimum Annual Commitment" applies as long as the Customer maintains service with the Company.

The Customer's "Minimum Annual Commitment" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Minimum Annual Commitment". If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Minimum Annual Commitment".



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.4 Patron (Cont'd.)

If the customer has entered into a term agreement and cancels their service before the expiration of the term, the customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the customer's third month's actual toll usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement. A surcharge applies per call billed to a calling card.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.5 Custom Billing

Custom billing is available to customers who require allocation of usage discounts based on location, department, ANI, account code, or PIN.

3.6 [Reserved for Future Use]



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3.7 ITC^DeltaCom Business Connections Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 1 Switched and (2) Business Connections Option 1 Switched-Association. To subscribe to Business Connections Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 3% or 7%, respectively, off their total monthly usage. Business Connections Option 1 Switched-Association customers may choose to enter into a 12, or 24 month term agreement and discounts available to the customer for the term periods listed are 3%, or 7%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.7 ITC^DeltaCom Business Connections Switched Option 1, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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3.7 ITC^DeltaCom Business Connections Switched Option 1, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.8 ITC^DeltaCom Business Connections Switched Option 2

This product is designed for customers whose monthly usage is between \$400 and \$1,499 at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) Business Connections Option 2 Switched and (2) Business Connections Option 2 Switched-Association. To subscribe to Business Connections Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 13%, 17% or 21%, respectively, off their total monthly usage. Business Connections Option 2 Switched-Association customers may choose to enter into a 12, or 24 month term agreement and discounts available to the customer for the term periods listed are 17%, or 21%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.8 ITC^DeltaCom Business Connections Switched Option 2, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.8 ITC^DeltaCom Business Connections Switched Option 2, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800		(Annual Usage Commitment Level)	
	<u>\$ 8,600</u>		(Actual usage for 8 month term)	
Amount remaining	\$ 5,200		(in 1 <sup>st</sup> year of term)	
Amount remaining	<u>\$ 13,800</u>		(in 2 <sup>nd</sup> year of term)	
	\$19,000		Total Discontinuance Charge	

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.9 ITC^DeltaCom Business Connections Switched Option 3

This product is designed for customers whose monthly usage is \$1,500 or more at the time of signing a service term agreement. Charges for directory assistance, operator services or recurring monthly feature charges do not contribute to the volume usage level. Business Connections Switched Option 3 is offered as two separate classes of service. These classes of service are:(1) Business Connections Option 3 Switched and (2) Business Connections Option 3 Switched-Association. To subscribe to Business Connections Option 3 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Option 3 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 19%, 22% or 28%, respectively, off their total monthly usage. Business Connections Option 3 Switched-Association customers may choose to enter into a 12, or 24 month term agreement and discounts available to the customer for the term periods listed are 22% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.9 ITC^DeltaCom Business Connections Switched Option 3, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.9 ITC^DeltaCom Business Connections Switched Option 3, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

**3.10 ITC^DeltaCom Business Connections Dedicated Option 4**

This product is designed for customers whose monthly usage is less than \$2,000 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 12%, 16% or 20%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.10 ITC^DeltaCom Business Connections Dedicated Option 4, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.10 ITC^DeltaCom Business Connections Dedicated Option 4, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.11 ITC^DeltaCom Business Connections Dedicated Option 5

This product is designed for customers whose monthly usage is between \$2,000 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 28%, 31% or 34%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.11 ITC^DeltaCom Business Connections Dedicated Option 5, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.11 ITC^DeltaCom Business Connections Dedicated Option 5, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

**3.12 ITC^DeltaCom Business Connections Dedicated Option 6**

This product is designed for customers whose monthly usage is between \$5,000 and 9,999 at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 6 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 30%, 33% or 38%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.12 ITC^DeltaCom Business Connections Dedicated Option 6, (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.12 ITC^DeltaCom Business Connections Dedicated Option 6, (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.13 ITC^DeltaCom Business Connections Dedicated Option 7

This product is designed for customers whose monthly usage is \$10,000 or more at the time of signing a service term agreement. Charges for directory assistance, operator services, recurring monthly feature charges or dedicated access recurring monthly charges do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Business Connections Dedicated Option 7 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 32%, 36% or 40%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.13 ITC^DeltaCom Business Connections Dedicated Option 7 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.13 ITC^DeltaCom Business Connections Dedicated Option 7 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.14 Enhanced Toll Free Features

The following features may be obtained as an enhancement to an Inbound 800 Services described within this tariff. The rates for the following features shall be in lieu of the subscriber's rates for Inbound 800 service.

A. Enhanced Toll Free Routing Package

Enhanced Toll Free Package provides customers with the following features, as described below: Time of Day Routing, Holiday Routing, Point of Origination Routing, Toll Free Blocking and Percent Allocation. These features can be used if the customer subscribes to the Enhanced Toll Free Routing Package, or purchased a la carte, as defined below. The monthly recurring and installation charges apply per toll free number, regardless of the number of features ordered. Change charges apply for each subsequent change request in routing.

1. Time of Day Routing

This feature permits the inbound 800 subscriber to arrange for calls to a single toll free service number to be routed to different locations based on a customer-defined time of day. The number of time of day routing schedules are subject to ITC^DeltaCom's capacity to process and store routing schedules. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.14 Enhanced Toll Free Features (Cont'd.)

A. Enhanced Toll Free Routing Package (Cont'd.)

2. Day of Week Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different locations based on the particular day of the week. The subscriber can establish a different routing arrangement for each day of the week, with a maximum of seven unique routing schemes. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

3. Holiday Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different location based on a holiday schedule or a particular day of the year. The subscriber can establish holiday routing using an ITC^DeltaCom pre-determined listing of federal or business holidays. The subscriber is allowed three day of year entries. The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing

4. Point of Origination Routing

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be routed to different location based on the origination of the caller. The subscriber can establish point of origination routing using an ITC^DeltaCom most commonly used serving area index or by identifying specific area codes (NPA) and exchanges (NXX). The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.14 Enhanced Toll Free Features (Cont'd.)

A. Enhanced Toll Free Routing Package (Cont'd.)

5. Toll Free Blocking

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to be blocked based on the origination of the caller. The subscriber can establish toll free blocking using an ITC^DeltaCom most commonly used serving area index, or by identifying specific area codes (NPA) and exchanges (NXX). The monthly recurring and installation charges apply per toll free number. Change charges apply for each subsequent change request in routing.

6. Percent Allocation

This feature permits the Inbound 800 subscriber to arrange for calls to a single toll free number to route various percentages of calls to two or more locations. The subscriber must establish a call allocation pattern where each percentage is a whole number and the total allocation equals 100 percent. The monthly recurring and installation charge apply per toll free number. Change charges apply for each subsequent change request in routing.

B. Toll Free with Call Completion

This feature permits the Inbound 800 subscriber to play pre-recorded audio messages to callers informing them of specific business conditions. The subscriber has four pre-recorded audio messages to choose from. The installation charge and monthly recurring charge applies to these pre-recorded messages. Customization of these audio messages (including foreign languages) will incur an additional Customized Announcement Creation installation charge.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.14 Enhanced Toll Free Features (Cont'd.)

C. Toll Free with Route Advance

This feature permits the dedicated Inbound 800 subscriber to control potential congestion of toll free calls by sending the overflow calls from one dedicated line to a switched line or from one dedicated line to another dedicated line, allowing for maximum completion of incoming toll free calls. The subscriber can route advance a call to a maximum of five alternate locations. Installation, monthly recurring and change charge apply.

D. Toll Free with DNIS Delivery

This feature permits a dedicated Inbound 800 subscriber with multiple toll free numbers terminating in the same location to identify the specific toll free number dialed by the calling party. Both installation and change charges apply. Change charges apply for subsequent changes in routing, after the initial service has been installed.

E. Toll Free with Real Time ANI Delivery

Real time automatic number identification (ANI) service is a dedicated inbound 800 feature which identifies the calling party's telephone number to the Inbound 800 subscriber, provided the terminating subscriber's Inbound 800 equipment is appropriately equipped and compatible to receive ANI from the company. A per call delivered charge is assessed for Real Time ANI delivery. Change charges apply for each subsequent change to the initial service installation.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.14 Enhanced Toll Free Features (Cont'd.)

F. Toll Free with Menu-Prompted Routing

This feature permits the Inbound 800 subscriber to route calls based on the number dialed by the caller. Menu-Prompted Routing is a network-based voice response system that instructs the call to dial a key to be directed to the location of choice. The audio message that provided caller instructions are customizable. The subscriber can create up to three levels of voice response processing. Both installation and monthly recurring charges apply. Change charges apply for each subsequent change to the initial service installation.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.15 ITC^DeltaCom EnterpriseLD Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 1 Switched and (2) EnterpriseLD Option 1 Switched-Association. To subscribe to EnterpriseLD Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 9% or 13%, respectively, off their total monthly usage. EnterpriseLD Option 1 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 9%, or 13%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.15 ITC^DeltaCom EnterpriseLD Switched Option 1 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.15 ITC^DeltaCom EnterpriseLD Switched Option 1 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.16 ITC^DeltaCom EnterpriseLD Switched Option 2

This product is designed for customers whose monthly usage is above \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. EnterpriseLD Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) EnterpriseLD Option 2 Switched and (2) EnterpriseLD Option 2 Switched-Association. To subscribe to EnterpriseLD Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 13% or 19%, respectively, off their total monthly usage. EnterpriseLD Option 2 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 13% or 19%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.16 ITC^DeltaCom EnterpriseLD Switched Option 2 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.16 ITC^DeltaCom EnterpriseLD Switched Option 2 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.17 ITC^DeltaCom EnterpriseLD Dedicated Option 3

This product is designed for customers whose monthly usage is less than \$1,500 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 0%, 2% or 5%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.17 ITC^DeltaCom EnterpriseLD Dedicated Option 3 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.17 ITC^DeltaCom EnterpriseLD Dedicated Option 3 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.18 ITC^DeltaCom EnterpriseLD Dedicated Option 4

This product is designed for customers whose monthly usage is between \$1,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 15%, 20% or 25%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.18 ITC^DeltaCom EnterpriseLD Dedicated Option 4 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.19 ITC^DeltaCom EnterpriseLD Dedicated Option 5

This product is designed for customers whose monthly usage is above \$5,000 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. EnterpriseLD Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 21%, 25% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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3.19 ITC^DeltaCom EnterpriseLD Dedicated Option 5 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.20 Employee Discount Program

Current ITC^DeltaCom employees are eligible to receive discounted residential Long Distance Service subject to credit approval. Eligible employees also receive a \$20.00 per month credit on their total monthly bill.

In the event the employee terminates employment or is dismissed, the former employee is no longer eligible for this program



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3.21 ITC^DeltaCom Horizon LD Switched Option 1

This product is designed for customers whose monthly usage is less than \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Horizon LD Switched Option 1 is offered as two separate classes of service. These classes of service are: (1) Horizon LD Option 1 Switched and (2) Horizon LD Option 1 Switched-Association. To subscribe to Horizon LD Option 1 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Option 1 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 5%, 9% or 13%, respectively, off their total monthly usage. Horizon LD Option 1 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 9% or 13%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.21 ITC^DeltaCom Horizon LD Switched Option 1 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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3.21 ITC^DeltaCom Horizon LD Switched Option 1 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.22 ITC^DeltaCom Horizon LD Switched Option 2

This product is designed for customers whose monthly usage is above \$400 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. Horizon LD Switched Option 2 is offered as two separate classes of service. These classes of service are: (1) Horizon LD Option 2 Switched and (2) Horizon LD Option 1 Switched-Association. To subscribe to Horizon LD Option 2 Switched-Association, the subscriber must belong to a recognized professional or trade association. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Option 2 Switched customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 13% or 19%, respectively, off their total monthly usage. Horizon LD Option 2 Switched-Association customers may choose to enter into a 12 or 24 month term agreement and discounts available to the customer for the term periods listed are 13% or 19%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3rd) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12th) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.22 ITC^DeltaCom Horizon LD Switched Option 2 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.22 ITC^DeltaCom Horizon LD Switched Option 2 (Cont'd.)

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12	=	\$27,600
50% of \$27,000	\$13,800				(Annual Usage Commitment Level)
	- \$ 8,600				(Actual usage for 8 month term)
Amount remaining	\$ 5,200				(in 1st year of term)
Amount remaining +	\$13,800				(in 2nd year of term)
	\$19,000				Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.23 ITC^DeltaCom Horizon LD Dedicated Option 3

This product is designed for customers whose monthly usage is less than \$1,500 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 3 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 10%, 2% or 5%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.23 ITC^DeltaCom Horizon LD Dedicated Option 3 (Cont'd.)

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.23 ITC^DeltaCom Horizon LD Dedicated Option 3 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.24 ITC^DeltaCom Horizon LD Dedicated Option 4

This product is designed for customers whose monthly usage is between \$1,500 and \$4,999 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 4 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 15%, 20% or 25%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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**SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)**

3.24 ITC^DeltaCom Horizon LD Dedicated Option 4 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800			(Annual Usage Commitment Level)
	<u>\$ 8,600</u>			(Actual usage for 8 month term)
Amount remaining	\$ 5,200			(in 1 <sup>st</sup> year of term)
Amount remaining	<u>\$ 13,800</u>			(in 2 <sup>nd</sup> year of term)
	\$19,000			Total Discontinuance Charge

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.25 ITC^DeltaCom Horizon LD Dedicated Option 5

This product is designed for customers whose monthly usage is above \$5,000 at the time of signing a service term agreement. Charges for directory assistance or operator services do not contribute to the volume usage level. All calls are timed in 6 second increments after the initial 18 seconds of the call. Horizon LD Dedicated Option 5 customers may choose to enter into a 12, 24 or 36 month term agreement and discounts available to the customer for the term periods listed are 21%, 25% or 28%, respectively, off their total monthly usage.

Customers who enter into a term agreement must meet an "Annual Usage Commitment Level." The Customer's "Annual Usage Commitment Level" is established by using the third (3<sup>rd</sup>) month's actual usage, excluding directory assistance, multiplying by twelve (12) months, and dividing this amount by 50%. By the end of the twelfth (12<sup>th</sup>) month of the Customer's term, usage must be at or above the established "Annual Usage Commitment Level." If the Customer's usage does not meet this requirement, in the 13th month, and at the end of each 12 month period remaining in the term to which the Customer agreed, the Customer will be billed the difference between the actual usage level and the predetermined "Annual Usage Commitment Level."

The Customer may discontinue service by contacting ITC^DeltaCom's Customer Service Center within the first 90 days of the term without incurring "Discontinuance Charges". However, upon cancellation during the first 90 days of the term, the Customer will be responsible for payment of all accrued charges for usage to date. All Customer notices of discontinuance must be received by ITC^DeltaCom 30 days prior to the discontinuance becoming effective.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.25 ITC^DeltaCom Horizon LD Dedicated Option 5 (Cont'd.)

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to customer service, sales support or network quality, the customer will be responsible for usage to date of effective cancellation

If the Customer has entered into a term agreement and cancels service after the initial 90 day period, but before the expiration of the term, due to a competitive bid, the Customer will be responsible for a "Discontinuance Charge" for each month remaining in the term to which the customer agreed. The "Discontinuance Charge" is based on the "Annual Usage Commitment Level" which is established by using the Customer's third month's actual usage, excluding directory assistance, multiplying by twelve (12) months and dividing that amount by 50%.

For example, if a Customer has entered into a two year term and cancels in the 8th month of the term, the "Discontinuance Charge" will be based upon the time remaining in the term to which the Customer agreed (4 months remaining in the first year and 12 months remaining in the second).

3rd month's toll	\$ 2,300	X	12 =	\$27,600
50% of \$27,000	\$ 13,800	(Annual Usage Commitment Level)		
	<u>\$ 8,600</u>	(Actual usage for 8 month term)		
Amount remaining	\$ 5,200	(in 1 <sup>st</sup> year of term)		
Amount remaining	<u>\$ 13,800</u>	(in 2 <sup>nd</sup> year of term)		
	\$19,000	Total Discontinuance Charge		

The "Discontinuance Charge" includes the established "Annual Usage Commitment Level" as described above, usage charges to date of effective cancellation, installation charges and any incentives received during the term. Monthly recurring charges apply for each toll free number and dedicated access services. Data circuits require a minimum 12 month term agreement.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.26 Select 100 LD

Select 100 LD is a business service that is available to new customers who subscribe to the Select 100 local product in section 3.22 of ITC^DeltaCom's Local tariff. Select 100 rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, calling card, operator services or directory assistance charges. There are no violations for discontinuance of service. If a Select 100 customer cancels local service with ITC^DeltaCom, at any time, they will be converted to Business Connections long distance rates. No term discounts apply.

A monthly recurring fee will apply for subscription to both Long Distance and Local Select 100 service, however, the fee can be waived if the customer subscribes to on-line billing through ITC^DeltaCom's free eBillMaster billing service.

Select 100 may not be available in all areas. Customers can contact one of ITC^DeltaCom's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.27 100Free LD

100Free LD is a business service that is available to new customers who subscribe to the Select 100 local product in section 3.21 of ITC^DeltaCom's Local tariff. 100Free LD rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, calling card, operator services or directory assistance charges. There are no violations for discontinuance of service. If a 100Free LD customer cancels local service with ITC^DeltaCom, at any time, they will be converted to Business Connections long distance rates. No term or bundled discounts apply.

One monthly recurring fee will apply for subscription to both long distance and local service, however, the fee can be waived if the customer subscribes to on-line billing through ITC^DeltaCom's free eBillMaster billing service.

100Free LD may not be available in all areas. Customers can contact one of ITC^DeltaCom's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.28 S100 LD Plan

S100 LD Plan is a business service that is available to new customers who subscribe to the Select 100 local product in section 3.21 of ITC^DeltaCom's Local tariff. S100 LD Plan rates are based on flat rates and duration of the call. Domestic Inbound/Outbound long distance calls are timed in 6-second increments after the initial 60 seconds of the call. The customer will receive 100 free long distance minutes per line per month, aggregated at the account level. Free minutes from this combined total are applied as aggregate usage accrues. The rate per minute is not applicable to international, calling card, operator services or directory assistance charges. There are no violations for discontinuance of service. If a S100 LD Plan customer cancels local service with ITC^DeltaCom, at any time, they will be converted to Business Connections long distance rates. No term or bundled discounts apply.

One monthly recurring fee will apply for subscription to both long distance and local service; however, the fee can be waived if the customer subscribes to on-line billing through ITC^DeltaCom's free eBillMaster billing service.

S100 LD Plan may not be available in all areas. Customers can contact one of ITC^DeltaCom's customer service representatives at 1-800-239-3000 to find out where this service is available in their area.



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SECTION 3 – DESCRIPTION OF SERVICE (CONT'D.)

3.29 LD Rewards

LD Rewards Switched Long Distance is a direct dialed outbound long distance and toll free service designed for existing DeltaCom Business Customers who are re-termining their long distance services. Customers who commit to a minimum monthly volume level will receive rates as specified in Section 4.30. The volume level commitment is based on the Customer's total usage charges during a monthly billing period. Eligible usage includes Customer's outbound and toll free domestic calls.

Per minute intrastate and interstate rates are set forth in Section 4.30 of this tariff and apply exclusively to outbound and toll free domestic traffic. International, Directory Assistance and Operator Services calls are not eligible to receive the rates as specified in Section 4.30.

A minimum one-year term agreement is required for this service. No additional discounts will be applied to the rates as specified in Section 4.30.

No other charges, including taxes and the monthly fee, if applicable, will be eligible in attaining the commitment. If the total monthly usage does not meet the minimum volume commitment level, the Customer will be billed an amount that will meet the minimum volume commitment level. The amount will appear as a separate line item on the customer's bill and will be identified as "Volume Level Shortfall Amount." Taxes and surcharges apply to the Volume Level Shortfall Amount. Customers with multiple locations and/or multiple accounts in a group account will be evaluated on an individual account basis.

Discontinuance provisions apply as set forth in Section 2, except that, in place of the Annual Usage Commitment Level in the Discontinuance Charge calculation, Customers who sign a term agreement will be charged an amount equal to the monthly volume level commitment amount multiplied by the number of months remaining in the term, on a per-location basis. This discontinuance penalty applies at the time of cancellation regardless of amounts paid in excess of previous months' volume level commitment. In addition, the Company will seek repayment of all monthly and non-recurring fees waived through the date of cancellation. In the event Customer is unable to continue to meet the percentage usage requirements for this product and service is terminated by the Company, no discontinuance charges will be assessed. If customer chooses to transfer service to an alternate product and service is subsequently terminated, Discontinuance Charges will apply under the new product.

Calls are billed in six (6) second increments following an initial billing period of eighteen (18) seconds. International service is offered in conjunction with intrastate and interstate service.



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**SECTION 4 – RATES**

The rates provided in Section 4 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 6 - Non-Term Rates.

4.1 Service Offering Rates

4.1.1 Quest Service

A. Quest Switched

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.128	\$0.121	\$0.119	\$0.115
Card	\$0.228	\$0.216	\$0.212	\$0.205

B. Quest Dedicated

	No Term	12 Month Term	24 Month Term	36 Month Term
Inbound/Outbound	\$0.088	\$0.084	\$0.082	\$0.079
Card	\$0.220	\$0.209	\$0.205	\$0.198

Monthly Recurring Charges:

\$10.00 for each toll free number (I)

Monthly Recurring Charge for  
 Authorization Code a/k/a Customized PIN Package

\$73.00 per 100 PINs (I)

Monthly Recurring Charge for autodialers:

\$5.47 per access line (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.2 Quest for Associations

A. Quest for Associations Switched

	No Term	12 Month Term	24 Month Term
Inbound/Outbound	\$0.121	\$0.115	\$0.113
Card	\$0.216	\$0.205	\$0.201

B. Quest for Associations Dedicated

	No Term	12 Month Term	24 Month Term
Inbound/Outbound	\$0.087	\$0.082	\$0.081
Card	\$0.209	\$0.199	\$0.194

Monthly Recurring Charges:

\$10.00 for each toll free number (I)

Monthly Recurring Charge for  
 Authorization Code a/k/a Customized PIN Package

\$73.00 per 100 PINs (I)

Monthly Recurring Charge for autodialers:

\$5.47 per access line (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.3 ITC^DeltaCom Unison Option A

A. ITC^DeltaCom Unison Option A - Dedicated Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.1016	\$0.0915	\$0.0874	\$0.0833

B. ITC^DeltaCom Unison Option A – Switched/800 Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.1363	\$0.1227	\$0.1172	\$0.1118

C. ITC^DeltaCom Unison Option A - Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.3350	\$0.3015	\$0.2881	\$0.2747

Monthly Recurring Charge: \$10.00 per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.4 ITC^DeltaCom Unison Option A for Associations

A. ITC^DeltaCom Unison Option A for Associations - Dedicated Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.1016	\$0.0874	\$0.0833	\$0.0833

B. ITC^DeltaCom Unison Option A for Associations – Switched/800 Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.1363	\$0.1172	\$0.1118	\$0.1118

C. ITC^DeltaCom Unison Option A for Associations - Card Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.3350	\$0.2881	\$0.2747	\$0.2747

Monthly Recurring Charge: \$10.00 per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.5 ITC^DeltaCom Unison Option J

Outbound	\$0.1363
Inbound	\$0.1363
Card	\$0.2079

[AS OF OCTOBER 21, 1998 UNISON OPTION J IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.6 ITC^DeltaCom Unison Plus

A. ITC^DeltaCom Unison Plus - Dedicated Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.0924	\$0.0832	\$0.0795	\$0.0758

B. ITC^DeltaCom Unison Plus - Switched/800 Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.1271	\$0.1143	\$0.1093	\$0.1042

C. ITC^DeltaCom Unison Plus - Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (14%)	3 Year Term (18%)
\$0.3350	\$0.3015	\$0.2881	\$0.2747

Monthly Recurring Charge: \$10.00 Per toll free number (I)

[AS OF JANUARY 11, 1999 THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBEDCUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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4.1 Service Offering Rates (Cont'd.)

4.1.7 ITC^DeltaCom Unison Plus for Associations

A. ITC^DeltaCom Unison Plus for Associations - Dedicated Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.0924	\$0.0795	\$0.0758	\$0.0758

B. ITC^DeltaCom Unison Plus for Associations - Switched/800 Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.1271	\$0.1093	\$0.1042	\$0.1042

C. ITC^DeltaCom Unison Plus for Associations - Card Rates

Base Rate (No Term)	1 Year Term (14%)	2 Year Term (18%)	3 Year Term (18%)
\$0.3350	\$0.2881	\$0.2747	\$0.2747

Monthly Recurring Charge: \$10.00 Per toll free number (I)

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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.8 ITC^DeltaCom Unison Select Option 1

A. ITC^DeltaCom Unison Select Option 1 - Dedicated Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.0959	\$0.0805	\$0.0767	\$0.0729

B. ITC^DeltaCom Unison Select Option 1 - Card Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.3350	\$0.2814	\$0.2680	\$0.2546

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.1.9 ITC^DeltaCom Unison Select Option 2

A. ITC^DeltaCom Unison Select Option 2 - Dedicated Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.0959	\$0.0786	\$0.0748	\$0.0709

B. ITC^DeltaCom Unison Select Option 2 - Card Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.3350	\$0.2747	\$0.2613	\$0.2479

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.10 ITC^DeltaCom Unison Select Option 3

A. ITC^DeltaCom Unison Select Option 3 - Dedicated Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
\$0.0959	\$0.0767	\$0.0729	\$0.0690

B. ITC^DeltaCom Unison Select Option 3 - Card Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (28%)
\$0.3350	\$0.2680	\$0.2546	\$0.2412

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.11 ITC^DeltaCom Unison Select Option 4

A. ITC^DeltaCom Unison Select Option 4 - Switched Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.1271	\$0.1067	\$0.1016	\$0.0966

B. ITC^DeltaCom Unison Select Option 4 - Card Rates

Base Rate (No Term)	1 Year Term (16%)	2 Year Term (20%)	3 Year Term (24%)
\$0.3350	\$0.2814	\$0.2680	\$0.2546

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.12 ITC^DeltaCom Unison Select Option 4 for Associations

A. ITC^DeltaCom Unison Select Option 4 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (24%)
\$0.1271	\$0.1016	\$0.0966	\$0.0966

B. ITC^DeltaCom Unison Select Option 4 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (20%)	2 Year Term (24%)	3 Year Term (24%)
\$0.3350	\$0.2680	\$0.2546	\$0.2546

Monthly Recurring Charge:

\$10.00 Per toll free number

(I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.13 ITC^DeltaCom Unison Select Option 5

A. ITC^DeltaCom Unison Select Option 5 - Switched Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.1213	\$0.0994	\$0.0946	\$0.0897

B. ITC^DeltaCom Unison Select Option 5 - Card Rates

Base Rate (No Term)	1 Year Term (18%)	2 Year Term (22%)	3 Year Term (26%)
\$0.3350	\$0.2747	\$0.2613	\$0.2479

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.14 ITC^DeltaCom Unison Select Option 5 for Associations

A. ITC^DeltaCom Unison Select Option 5 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)	3 Year Term (26%)
\$0.1213	\$0.0946	\$0.0897	\$0.0897

B. ITC^DeltaCom Unison Select Option 5 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (26%)	3 Year Term (26%)
\$0.3350	\$0.2613	\$0.2479	\$0.2479

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.1 Service Offering Rates (Cont'd.)

4.1.15 Premier Hospitality

Flat Rate - \$0.1251

[AS OF THE EFFECTIVE DATE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY  
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**SECTION 4 – RATES (CONT'D.)**

4.2 [Reserved for Future Use]



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**SECTION 4 – RATES (CONT'D.)**

4.3 Conference Service

4.3.1 Usage Charge

Usage charges per minute for new customers:

Day	\$0.38
Evening	\$0.38
Night/Weekend	\$0.38

Timed in full minute increments.

4.3.2 Installation Fee: None

4.3.3 Monthly recurring charge: None

4.3.4 Miscellaneous Charges

A. Set-up fee per station point:	\$3.00
B. Taping per conference and overnight shipping:	\$20.00
C. Fax Confirmation:	\$0.75 per person
D. Fax Completion:	\$10.00
E. Call Notification:	\$2.50 per person
F. Call Registration:	\$2.50 per person
G. Fax Notification:	\$0.75 per person



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4.4 [Reserved for Future Use]



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**SECTION 4 – RATES (CONT'D.)**

4.5	Personal 800		
4.5.1	Usage charge per minute of usage:		
	Flat Rate		\$0.22
4.5.1	Volume Discount:		
	Usage over \$25.00		10%
4.5.1	Installation Charges:		None
4.5.1	Monthly Recurring:		\$3.31

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**SECTION 4 – RATES (CONT'D.)**

4.6	Inbound 800 Service Features		
4.6.1	800 Referral Service Announcement		
	A. Monthly Recurring Charge	\$17.38	(I)
	B. Installation Charge	\$35.00	
4.6.2	Incoming Exclusion/Area Blocking		
	A. Monthly Recurring Charge	\$17.38	(I)
	B. Installation Charge	\$35.00	
4.6.3	Dialed Number Identification Service (DNIS)		
	A. Monthly Recurring Charge	\$31.29	(I)
	B. Installation Charge	\$35.00	
4.6.4	Time of Day Routing		
	A. Monthly Recurring Charge	\$31.29	(I)
	B. Installation Charge	\$35.00	

[AS OF JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FRO CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.6 Inbound 800 Service Features (Cont'd.)

4.6.5 Day of Week Routing

A.	Monthly Recurring Charge	\$31.29	(I)
B.	Installation Charge	\$35.00	

4.6.6 Command Routing

A.	Monthly Recurring Charge	\$43.46	(I)
B.	Installation Charge	\$35.00	

4.6.7 Real Time ANI

A.	Monthly Recurring Charge	\$165.14	(I)
B.	Installation Charge	\$250.00	

4.6.8 Route Advance

A.	Monthly Recurring Charge	\$0.00	
B.	Installation Charge	\$0.00	

4.6.9 Percent Allocation

A.	Monthly Recurring Charge	\$0.00	
B.	Installation Charge	\$0.00	

[AS OF JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.6 Inbound 800 Service Features (Cont'd.)

4.6.10 Time Directory Listing

- |    |                          |        |
|----|--------------------------|--------|
| A. | Monthly Recurring Charge | \$0.00 |
| B. | Installation Charge      | \$0.00 |

4.6.11 Vertical Features for Delta Inbound 800 Subscribers

The subscriber shall reimburse the Company for all such charges imposed by a Local Exchange Company.

[AS OF NOVEMBER 13, 1998, VERTICAL FEATURES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]

4.6.12 Directory Assistance Services

- |    |                                      |        |
|----|--------------------------------------|--------|
| A. | Directory Assistance Each call       | \$0.60 |
| B. | Directory Assistance Call Completion |        |
|    | 1. Charge                            | \$0.45 |
|    | 2. Usage Charges                     |        |

The per minute rate shall be the per minute rate of the 1+ plan the Customer is subscribed to or enrolled in at the time of the call.

[AS OF JUNE 30, 2000, ALL INBOUND 800 SERVICE FEATURES EXCEPT DIRECTORY LISTINGS ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.7 Delta Resp. Org. Charges

Where DeltaCom serves as a Resp. Org. for a non-Delta Inbound 800 Service customer, DeltaCom will pass on the tariffed Local Exchange Carrier charges for SMS/800 Data Base and relative services.

	<u>Monthly Set-Up Charge</u>	<u>Recurring Charge</u>	
Set-up/installation 800 Number (per 800 Number)	\$0.00	\$5.47	(I)
Modify 800 Record (add/change number, or Vertical Features)	\$0.00	\$5.47	(I)

[AS OF NOVEMBER 13, 1998, DELTA RESP. ORG. CHARGES WERE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND WERE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.8 Travel Call

Regular call charges from the customer's home exchange to the terminating exchange apply. In addition, a service charge applies on a per call basis.

Day	\$0.40
Evening	\$0.40
Night/Weekend	\$0.40

[AS OF THE EFFECTIVE ABOVE, THIS SERVICE IS RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND IS NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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**SECTION 4 – RATES (CONT'D.)**

4.9 Delta Private Line Service

4.9.1 Charges between and/or among the Company's Points of Presence (POP)

Monthly recurring and installation charge:

<u>SERVICE TYPE</u>	<u>MONTHLY RECURRING CHARGE</u>	<u>INSTALLATION CHARGE</u>
DS3 44.736 MBPS	ICB	ICB
DS1 1.544 MBPS	\$21.90 (I)	\$250.00
DS0 2.4 KBPS – 19.2 KBPS	\$1.28 (I)	\$150.00
DDS 2.4 KBPS – 64 KBPS	\$1.28 (I)	\$150.00

\* Computation of airline mileage is described in Section 3 of this Tariff.

4.9.2 Charges for Local Access

Usage Charge: \*\*  
Installation Fee: \*\*  
Monthly Recurring Charge: \*\*

\*\* In addition to all other rates prescribed in this section, the subscriber shall reimburse the Company for all local channel Charges imposed by a local exchange carrier(s) for provision of the originating or terminating access channel and any other service or facility not provided by the Company.



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**SECTION 4 – RATES (CONT'D.)**

4.10 Operator Service

4.10.1 Usage Charges

A. [Reserved for Future Use]

B. The following rates apply to all IntraLATA Calls.

Mileage	Day		Evening		Night/Weekend	
	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute
1-10	\$0.1600	\$0.1700	\$0.0750	\$0.0850	\$0.0750	\$0.0850
11-16	\$0.1800	\$0.1800	\$0.0850	\$0.0950	\$0.0850	\$0.0950
17-22	\$0.1800	\$0.1850	\$0.0850	\$0.0950	\$0.0850	\$0.0950
23-30	\$0.1800	\$0.1900	\$0.0850	\$0.0950	\$0.0850	\$0.0950
31-55	\$0.1800	\$0.1900	\$0.0850	\$0.0950	\$0.0850	\$0.0950
56-85	\$0.1800	\$0.1900	\$0.0850	\$0.0950	\$0.0850	\$0.0950
86-124	\$0.1800	\$0.1900	\$0.0850	\$0.0950	\$0.0850	\$0.0950
125+	\$0.1800	\$0.1900	\$0.0850	\$0.0950	\$0.0850	\$0.0950

C. The following rates apply to all InterLATA Calls.

Mileage	Day		Evening		Night/Weekend	
	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute	1 <sup>st</sup> Minute	Add'l Minute
1-10	\$0.2200	\$0.1800	\$0.1694	\$0.1284	\$0.1342	\$0.1050
11-16	\$0.2200	\$0.1800	\$0.1694	\$0.1284	\$0.1342	\$0.1050
17-22	\$0.2200	\$0.1900	\$0.1694	\$0.1463	\$0.1342	\$0.1159
23-30	\$0.2200	\$0.1900	\$0.1694	\$0.1463	\$0.1342	\$0.1159
31-55	\$0.2500	\$0.2500	\$0.1925	\$0.1925	\$0.1525	\$0.1525
56-85	\$0.2900	\$0.2900	\$0.2233	\$0.2233	\$0.1768	\$0.1768
86-124	\$0.2900	\$0.2900	\$0.2233	\$0.2233	\$0.1768	\$0.1768
125+	\$0.2900	\$0.2900	\$0.2233	\$0.2233	\$0.1768	\$0.1768



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**SECTION 4 – RATES (CONT'D.)**

4.10 Operator Service (Cont'd.)

4.10.2 Service Charges and Surcharges

	Billed To Calling Card	Billed To Credit Card
Customer Dialed Calling Card Station		
Customer Dialed/Automated	\$1.00	\$1.00
Customer Dialed/Operator Assisted	\$1.00	\$1.00
Customer Dialed/Operator Must Assist	\$1.00	\$1.00
Operator Dialed Calling Card Station	\$2.25	\$2.25
	Billed To Calling Card	All Other Calls
Operator Station*		
Collect	\$2.25	\$2.25
Billed to Third Number	\$2.35	\$2.35
Sent-Paid Non-Coin	\$2.30	\$2.30
Sent-Paid Coin	\$1.95	\$1.95
Person-to-Person		
Sent-Paid Coin	\$4.90	\$4.90
All Other Calls	\$4.90	\$4.90
	Customer Dialed Called Number	Operator Dialed Called Number
Operator Dialed Surcharge	\$0.85	\$1.15

\* Includes Real Time Rated Calls



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4.11 Destiny Classic Dedicated with Off-Peak

4.11.1 Outbound

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES	EVENING/NIGHT & WEEKEND RATES
\$0 - \$2,500	0.0%	\$0.1370	\$0.1050
\$2,500 - \$4,000	3.0%	\$0.1330	\$0.1020
\$4,000 - \$7,500	6.0%	\$0.1290	\$0.0990
\$7,500 - \$12,000	8.0%	\$0.1260	\$0.0970
\$12,000 - \$20,000	12.0%	\$0.1210	\$0.0920
\$20,000 - \$35,000	14.0%	\$0.1180	\$0.0900
\$35,000 - \$50,000	18.0%	\$0.1120	\$0.0860
\$50,000 - \$75,000	20.0%	\$0.1100	\$0.0840
\$75,000 - \$100,000	23.0%	\$0.1050	\$0.0810
\$100,000+	26.0%	\$0.1010	\$0.0780

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4.11 Destiny Classic Dedicated with Off-Peak (Cont'd.)

4.11.1 Outbound (Cont'd.)

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening/ Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$2,500	\$0.1260	\$0.0970	\$0.1180	\$0.0900	\$0.1140	\$0.0870
\$,2500 - \$4,000	\$0.1220	\$0.0940	\$0.1140	\$0.0880	\$0.1100	\$0.0850
\$4,000 - \$7,500	\$0.1180	\$0.0910	\$0.1110	\$0.0850	\$0.1070	\$0.0820
\$7,500 - \$12,000	\$0.1160	\$0.0890	\$0.1080	\$0.0830	\$0.1050	\$0.0800
\$12,000 - \$20,000	\$0.1110	\$0.0850	\$0.1040	\$0.0790	\$0.1000	\$0.0770
\$20,000 - \$35,000	\$0.1080	\$0.0830	\$0.1010	\$0.0780	\$0.0980	\$0.0750
\$35,000 - \$50,000	\$0.1030	\$0.0790	\$0.0970	\$0.0740	\$0.0930	\$0.0710
\$50,000 - \$75,000	\$0.1010	\$0.0770	\$0.0940	\$0.0720	\$0.0910	\$0.0700
\$75,000 - \$100,000	\$0.0970	\$0.0740	\$0.0910	\$0.0700	\$0.0880	\$0.0670
\$100,000+	\$0.0930	\$0.0710	\$0.0870	\$0.0670	\$0.0840	\$0.0640

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**SECTION 4 – RATES (CONT'D.)**

4.11 Destiny Classic Dedicated with Off-Peak (Cont'd.)

4.11.2 800

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES	EVENING/NIGHT & WEEKEND RATES
\$0 - \$2,500	0.0%	\$0.1410	\$0.1090
\$2,500 - \$4,000	3.0%	\$0.1370	\$0.1060
\$4,000 - \$7,500	6.0%	\$0.1330	\$0.1020
\$7,500 - \$12,000	8.0%	\$0.1300	\$0.1000
\$12,000 - \$20,000	12.0%	\$0.1240	\$0.0960
\$20,000 - \$35,000	14.0%	\$0.1210	\$0.0940
\$35,000 - \$50,000	18.0%	\$0.1160	\$0.0890
\$50,000 - \$75,000	20.0%	\$0.1130	\$0.0870
\$75,000 - \$100,000	23.0%	\$0.1090	\$0.0840
\$100,000+	26.0%	\$0.1040	\$0.0810

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4.11 Destiny Classic Dedicated with Off-Peak (Cont'd.)

4.11.2 800 (Cont'd.)

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening/ Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$2,500	\$0.1300	\$0.1000	\$0.1210	\$0.0940	\$0.1170	\$0.0900
\$2,500 - \$4,000	\$0.1260	\$0.0970	\$0.1180	\$0.0910	\$0.1140	\$0.0880
\$4,000 - \$7,500	\$0.1220	\$0.0940	\$0.1140	\$0.0880	\$0.1100	\$0.0850
\$7,500 - \$12,000	\$0.1190	\$0.0920	\$0.1120	\$0.0860	\$0.1080	\$0.0830
\$12,000 - \$20,000	\$0.1140	\$0.1880	\$0.1070	\$0.0820	\$0.1030	\$0.0800
\$20,000 - \$35,000	\$0.1120	\$0.0860	\$0.1040	\$0.0810	\$0.1010	\$0.0780
\$35,000 - \$50,000	\$0.1060	\$0.0820	\$0.0990	\$0.0770	\$0.0960	\$0.0740
\$50,000 - \$75,000	\$0.1040	\$0.0800	\$0.0970	\$0.0750	\$0.0940	\$0.0720
\$75,000 - \$100,000	\$0.1000	\$0.0770	\$0.0930	\$0.0720	\$0.0900	\$0.0700
\$100,000+	\$0.0960	\$0.0740	\$0.0900	\$0.0690	\$0.0870	\$0.0670

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**SECTION 4 – RATES (CONT'D.)**

4.11 Destiny Classic Dedicated with Off-Peak (Cont'd.)

4.11.3 Card

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES
\$0 - \$2,500	0.0%	\$0.2700
\$2,500 - \$4,000	3.0%	\$0.2620
\$4,000 - \$7,500	6.0%	\$0.2540
\$7,500 - \$12,000	8.0%	\$0.2480
\$12,000 - \$20,000	12.0%	\$0.2380
\$20,000 - \$35,000	14.0%	\$0.2320

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**SECTION 4 – RATES (CONT'D.)**

4.11 Destiny Classic Dedicated with Off-Peak (Cont'd.)

4.11.3 Card (Cont'd.)

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening /Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$2,500	\$0.2480	\$0.2480	\$0.2320	\$0.2320	\$0.2240	\$0.2240
\$2,500 - \$4,000	\$0.2410	\$0.2410	\$0.2250	\$0.2250	\$0.2170	\$0.2170
\$4,000 - \$7,500	\$0.2330	\$0.2330	\$0.2180	\$0.2180	\$0.2110	\$0.2110
\$7,500 - \$12,000	\$0.2290	\$0.2290	\$0.2140	\$0.2140	\$0.2060	\$0.2060
\$12,000 - \$20,000	\$0.2190	\$0.2190	\$0.2040	\$0.2040	\$0.1970	\$0.1970
\$20,000 - \$35,000	\$0.2140	\$0.2140	\$0.2000	\$0.2000	\$0.1930	\$0.1930

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**SECTION 4 – RATES (CONT'D.)**

4.12 Destiny Classic Switched with Off-Peak

4.12.1 Outbound

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES	EVENING/NIGHT & WEEKEND RATES
\$0 - \$150	0.0%	\$0.2220	\$0.1500
\$150 - \$300	3.0%	\$0.2150	\$0.1460
\$300 - \$750	6.0%	\$0.2090	\$0.1410
\$750 - \$1,000	8.0%	\$0.2040	\$0.1380
\$1,000 - \$1,500	12.0%	\$0.1950	\$0.1320
\$1,500+	14.0%	\$0.1910	\$0.1290

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4.12 Destiny Classic Switched with Off-Peak (Cont'd.)

4.12.1 Outbound (Cont'd.)

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening /Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$150	\$0.2040	\$0.1380	\$0.1910	\$0.1290	\$0.1840	\$0.1250
\$150 - \$300	\$0.1980	\$0.1340	\$0.1850	\$0.1250	\$0.1790	\$0.1210
\$300 - \$750	\$0.1920	\$0.1300	\$0.1790	\$0.1210	\$0.1730	\$0.1170
\$750 - \$1,000	\$0.1880	\$0.1270	\$0.1760	\$0.1190	\$0.1700	\$0.1150
\$1,000 - \$1,500	\$0.1880	\$0.1210	\$0.1680	\$0.1140	\$0.1620	\$0.1100
\$1500+	\$0.1760	\$0.1190	\$0.1640	\$0.1110	\$0.1580	\$0.1070

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**SECTION 4 – RATES (CONT'D.)**

4.12 Destiny Classic Switched with Off-Peak (Cont'd.)

4.12.2 800

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES	EVENING/NIGHT & WEEKEND RATES
\$0 - \$150	0.0%	\$0.2270	\$0.1550
\$150 - \$300	3.0%	\$0.2200	\$0.1500
\$300 - \$750	6.0%	\$0.2130	\$0.1460
\$750 - \$1,000	8.0%	\$0.2090	\$0.1430
\$1,000 - \$1,500	12.0%	\$0.2000	\$0.1360
\$1,500+	14.0%	\$0.1950	\$0.1330

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4.12 Destiny Classic Switched with Off-Peak (Cont'd.)

4.12.1 800 (Cont'd.)

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening /Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$150	\$0.2090	\$0.1430	\$0.1950	\$0.1330	\$0.1880	\$0.1290
\$150 - \$300	\$0.2030	\$0.1380	\$0.1890	\$0.1290	\$0.1830	\$0.1250
\$300 - \$750	\$0.1960	\$0.1340	\$0.1840	\$0.1250	\$0.1770	\$0.1210
\$750 - \$1,000	\$0.1920	\$0.1310	\$0.1800	\$0.1230	\$0.1730	\$0.1180
\$1,000 - \$1,500	\$0.1840	\$0.1250	\$0.1720	\$0.1170	\$0.1660	\$0.1130
\$1,500+	\$0.1800	\$0.1230	\$0.1680	\$0.1150	\$0.1620	\$0.1110

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**SECTION 4 – RATES (CONT'D.)**

4.12 Destiny Classic Switched with Off-Peak (Cont'd.)

4.12.3 Card

BASE (To, but not including the higher increment)	VOLUME DISCOUNT	DAY RATES
\$0 - \$150	0.0%	\$0.2700
\$150 - \$300	3.0%	\$0.2620
\$300 - \$750	6.0%	\$0.2540
\$750 - \$1,000	8.0%	\$0.2480
\$1,000 - \$1,500	12.0%	\$0.2380
\$1,500+	14.0%	\$0.2320

4.12.4 Card

BASE (To, but not including the higher increment)	12 Month Term Discount		24 Month Term Discount		36 Month Term Discount	
	Day	Evening /Night	Day	Evening /Night	Day	Evening /Night
\$0 - \$150	\$0.2480	\$0.2480	\$0.2320	\$0.2320	\$0.2240	\$0.2240
\$150 - \$300	\$0.2410	\$0.2410	\$0.2250	\$0.2250	\$0.2170	\$0.2170
\$300 - \$750	\$0.2330	\$0.2330	\$0.2180	\$0.2180	\$0.2110	\$0.2110
\$750 - \$1000	\$0.2290	\$0.2290	\$0.2140	\$0.2140	\$0.2060	\$0.2060
\$1,000 - \$1,500	\$0.2190	\$0.2190	\$0.2040	\$0.2040	\$0.1970	\$0.1970
\$1,500+	\$0.2140	\$0.2140	\$0.2000	\$0.2000	\$0.1930	\$0.1930

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**SECTION 4 – RATES (CONT'D.)**

4.13 Pre-paid Calling Cards a/k/a Debit Cards

4.13.1 The following rates are charged on a per minute basis:

\$0.155	\$0.165	\$0.170
\$0.175	\$0.200	\$0.210
\$0.220	\$0.225	\$0.230
\$0.240	\$0.250	\$0.260
\$0.270	\$0.275	\$0.280
\$0.300	\$0.310	\$0.320
\$0.340	\$0.350	\$0.400
\$0.750		

4.13.2 Rates per minute are negotiated on an individual contract basis. However, charges are not less than \$0.155 per minute or more than \$0.75 per minute.

4.13.3 Customization of system's initial prompt/greeting charge is \$300.00 per customized greeting.



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**SECTION 4 – RATES (CONT'D.)**

4.14 Family Connections Plus - Outbound

Day	\$0.21
Evening	\$0.12
Night/Weekend	\$0.10

4.14.1 Family Connections Plus - 800

Day	\$0.205
Evening	\$0.205
Night/Weekend	\$0.205

4.14.2 Family Connection Plus - Card

Day	\$0.250
Evening	\$0.250
Night/Weekend	\$0.250

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**SECTION 4 – RATES (CONT'D.)**

4.15 Aspect Option B

Outbound	\$0.1155
Inbound	\$0.1155
Card	\$0.2195

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**SECTION 4 – RATES (CONT'D.)**

4.16 Aspect Option D

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1675	\$0.1594	\$0.1559	\$0.1513
Card	\$0.2633	\$0.2495	\$0.2449	\$0.2368
Calling Card Surcharge			\$0.440	

Monthly Recurring Charges:

Per toll free number:	\$10.00	(I)
Customized Pin Package: (per 100 PINS)	\$73.00	
Autodialers (per access line):	\$5.47	(I)



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**SECTION 4 – RATES (CONT'D.)**

4.17 Aspect Option D for Associations

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1675	\$0.1559	\$0.1513	\$0.1513
Card	\$0.2633	\$0.2449	\$0.2368	\$0.2368
Calling Card Surcharge				\$0.440

Monthly Recurring Charges:

Per toll free number:	\$10.00	(I)
Customized Pin Package: (per 100 PINS)	\$73.00	
Autodialers (per access line):	\$5.47	(I)



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**SECTION 4 – RATES (CONT'D.)**

4.18 Pinnacle

4.18.1 Switched:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1605	\$0.1525	\$0.1492	\$0.1445
Card	\$0.2633	\$0.2495	\$0.2449	\$0.2368

4.18.2 Dedicated:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1063	\$0.1009	\$0.0988	\$0.0956
Card	\$0.2541	\$0.2414	\$0.2368	\$0.2287

4.18.3 Monthly Recurring Charges:

Per toll free number:	\$10.00	(I)
Customized Pin Package: (per 100 PINS)	\$73.00	
Autodialers (per access line):	\$5.47	(I)

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**SECTION 4 – RATES (CONT'D.)**

4.19 Pinnacle for Associations

4.19.1 Switched:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1605	\$0.1492	\$0.1445	\$0.1445
Card	\$0.2633	\$0.2449	\$0.2368	\$0.2368

4.19.2 Dedicated:

	Base Rate	1 Year Term	2 Year Term	3 Year Term
Inbound/ Outbound	\$0.1063	\$0.0988	\$0.0956	\$0.0956
Card	\$0.2541	\$0.2368	\$0.2287	\$0.2287

4.19.3 Monthly Recurring Charges:

Per toll free number:	\$10.00	(I)
Customized Pin Package: (per 100 PINS)	\$73.00	
Autodialers (per access line):	\$5.47	(I)

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**SECTION 4 – RATES (CONT'D.)**

4.20 DeltaCom Dedicated Frame Relay Service

	Monthly Recurring Charge	Installation Charge
56 Kbps with 10 CIR minimum (1 <sup>st</sup> PVC will be included)	\$241.83 (I)	\$150.00
112/128 Kbps with 32 CIR minimum (1 <sup>st</sup> PVC will be included)	\$474.55 (I)	\$150.00
224/256 Kbps with 48 CIR minimum (1 <sup>st</sup> PVC will be included)	\$793.96 (I)	\$150.00
384 Kbps with 1 PVC (minimum 48 CIR required)	\$793.96 (I)	\$150.00
1.344/1.544 Mbps with 64 CIR minimum (1 <sup>st</sup> PVC will be included)	\$821.34 (I)	\$150.00
Plus each additional CIR	\$2.28 (I)	---
Plus additional PVC	\$5.47 (I)	---
LEC loop to POP	Actual LEC Cost	Actual LEC Cost
Feature change charge (each, after first installation)	---	\$25.00

\*\* In addition to all other rates prescribed in this section, the subscriber shall reimburse the Company for all local channel charges imposed by a local exchange carrier(s) for provision of the originating or terminating access channel and any other service or facility not provided by the Company.



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4.21 DeltaCom Frame Relay with NNI Interface

	Monthly Recurring Charge	Installation Charge
56 Kbps UNI	\$178.88 (I)	\$150.00
1.344/1.544 Mbps	\$1,227.44 (I)	\$150.00
Each CIR	\$2.28 (I)	---
Each PVC	\$5.47 (I)	---
LEC UNI Charges	Actual LEC Cost	Actual LEC Cost
Feature change charge (each, after first installation)	---	\$25.00

\*\* In addition to all other rates prescribed in this section, the subscriber shall reimburse the Company for all local channel charges imposed by a local exchange carrier(s) for provision of the originating or terminating access channel and any other service or facility not provided by the Company.



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4.22 ISDN

	Monthly Recurring Charge	Installation Charge
PRI Local Access	DS1 cost plus \$182.52 per D Channel	Based on Location
800/ANI	\$0.02 Per ANI delivered	N/A
Rearrange trunk group after initial installation	\$331.10 per occurrence	N/A
BRI – Switched 64 Kbps	Price is based on usage rates of service selected by customer	---

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\*\* In addition to all other rates prescribed in this section, the subscriber shall reimburse the Company for all local channel charges imposed by a local exchange carrier(s) for provision of the originating or terminating access channel and any other service or facility not provided by the Company.



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4.23 Dial Up

	Rate per minute
Day	\$0.21
Evening	\$0.12
Night/Weekend	\$0.10

4.24 Encore Card

	Rate per minute
Day	\$0.25
Evening	\$0.25
Night/Weekend	\$0.25

4.24.1 Volume Discounts

\$200.00 to \$1800.00	10%
Over \$1800.00	21%

4.25 ValuLink Card

Day		Evening		Night	
Initial	Add'l	Initial	Add'l	Initial	Add'l
\$0.2799	\$0.1610	\$0.2074	\$0.1208	\$0.1495	\$0.0926
\$0.2897	\$0.2100	\$0.2090	\$0.1525	\$0.1770	\$0.1252
\$0.3072	\$0.2300	\$0.2190	\$0.1650	\$0.1880	\$0.1361
\$0.3072	\$0.2700	\$0.2190	\$0.1950	\$0.1880	\$0.1579
\$0.3072	\$0.2900	\$0.2190	\$0.2100	\$0.1880	\$0.1688
\$0.3093	\$0.2900	\$0.2190	\$0.2100	\$0.1935	\$0.1688
\$0.3199	\$0.2975	\$0.2290	\$0.2100	\$0.1990	\$0.1742
\$0.3199	\$0.3075	\$0.2290	\$0.2200	\$0.1990	\$0.1797
\$0.3199	\$0.3050	\$0.2290	\$0.2225	\$0.1990	\$0.1797

[AS OF THE EFFECTIVE ABOVE, DIAL UP, ENCORE CARD AND VALULINK SERVICES ARE RESERVED FOR CURRENTLY SUBSCRIBED CUSTOMERS AND ARE NO LONGER AVAILABLE TO NEW CUSTOMERS.]



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4.26 Payphone Surcharge

In order to recover the Company's 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 interstate, intrastate, and international calls that originate from any domestic pay telephone used to access the Company's services.

Rate per call \$0.60



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**SECTION 4 – RATES (CONT'D.)**

4.27 Patron - Switched/800 Rates

Volume	Rate	3% Discount to Extend Term
\$0-\$1500	\$0.1490	\$0.1445

Patron - Card Rates

Rate	3% Discount to Extend Term
\$0.2252	\$0.2185

Monthly Recurring Charge:

Per toll free number	\$10.00
Calling Card Surcharge	\$0.42

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**SECTION 4 – RATES (CONT'D.)**

4.28 Patron - Dedicated Rates

Volume	Rate	3% Discount to Extend Term
\$0-\$1,500	\$0.0947	\$0.0919

Patron - Card Rates

Rate	3% Discount to Extend Term
\$0.2195	\$0.2129

Monthly Recurring Charge:

Per toll free number	\$10.00
Calling Card Surcharge	\$0.42

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**SECTION 4 – RATES (CONT'D.)**

4.29 Custom Billing

Rates:

Set Up	\$25.00	
Monthly Recurring Charge	\$27.39	(I)
Replacement Copy	\$10.00	



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**SECTION 4 – RATES (CONT'D.)**

4.30 ITC^DeltaCom Business Connections Option 1

4.30.1 ITC^DeltaCom Business Connections Option 1 - Switched Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
\$0.1097	\$0.1097	\$0.1064	\$0.1020

4.30.2 ITC^DeltaCom Business Connections Option 1 - Card Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (3%)	3 Year Term (7%)
\$0.2541	\$0.2541	\$0.2465	\$0.2363

4.30.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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**SECTION 4 – RATES (CONT'D.)**

4.31 ITC^DeltaCom Business Connections Option 1 for Associations

4.31.1 ITC^DeltaCom Business Connections Option 1 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)	3 Year Term (7%)
\$0.1097	\$0.1064	\$0.1020	\$0.1020

4.31.2 ITC^DeltaCom Business Connections Option 1 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (3%)	2 Year Term (7%)	3 Year Term (7%)
\$0.2541	\$0.2465	\$0.2363	\$0.2363

4.31.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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**SECTION 4 – RATES (CONT'D.)**

4.32 ITC^DeltaCom Business Connections Option 2

4.32.1 ITC^DeltaCom Business Connections Option 2 - Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
\$0.1097	\$0.0955	\$0.0911	\$0.0867

4.32.2 ITC^DeltaCom Business Connections Option 2 - Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (17%)	3 Year Term (21%)
\$0.2541	\$0.2211	\$0.2109	\$0.2007

4.32.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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4.33 ITC^DeltaCom Business Connections Option 2 for Associations

4.33.1 ITC^DeltaCom Business Connections Option 2 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)	3 Year Term (21%)
\$0.1097	\$0.0911	\$0.0867	\$0.0867

4.33.2 ITC^DeltaCom Business Connections Option 2 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (17%)	2 Year Term (21%)	3 Year Term (21%)
\$0.2541	\$0.2109	\$0.2007	\$0.2007

4.33.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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4.34 ITC^DeltaCom Business Connections Option 3

4.34.1 ITC^DeltaCom Business Connections Option 3 - Switched Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
\$0.1097	\$0.0889	\$0.0856	\$0.0790

4.34.2 ITC^DeltaCom Business Connections Option 3 - Card Rates

Base Rate (No Term)	1 Year Term (19%)	2 Year Term (22%)	3 Year Term (28%)
\$0.2541	\$0.2058	\$0.1982	\$0.1830

4.34.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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4.35 ITC^DeltaCom Business Connections Option 3 for Associations

4.35.1 ITC^DeltaCom Business Connections Option 3 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)	3 Year Term (28%)
\$0.1097	\$0.0856	\$0.0790	\$0.0790

4.35.2 ITC^DeltaCom Business Connections Option 3 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (22%)	2 Year Term (28%)	3 Year Term (28%)
\$0.2541	\$0.1982	\$0.1830	\$0.1830

4.35.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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**SECTION 4 – RATES (CONT'D.)**

4.36 ITC^DeltaCom Business Connections Option 4 - Dedicated Rates

Base Rate (No Term)	1 Year Term (12%)	2 Year Term (16%)	3 Year Term (20%)
\$0.1040	\$0.0915	\$0.0873	\$0.0832

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.37 ITC^DeltaCom Business Connections Option 5 - Dedicated Rates

Base Rate (No Term)	1 Year Term (28%)	2 Year Term (31%)	3 Year Term (34%)
\$0.1040	\$0.0748	\$0.0717	\$0.0686

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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4.38 ITC^DeltaCom Business Connections Option 6 - Dedicated Rates

Base Rate (No Term)	1 Year Term (30%)	2 Year Term (33%)	3 Year Term (38%)
\$0.1040	\$0.0728	\$0.0696	\$0.0644

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.39 ITC^DeltaCom Business Connections Option 7 - Dedicated Rates

Base Rate (No Term)	1 Year Term (32%)	2 Year Term (36%)	3 Year Term (40%)
\$0.1040	\$0.0707	\$0.0665	\$0.0624

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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4.40 Enhanced Toll Free Service Feature Rates

4.40.1 Enhanced Toll Free Routing Package

Monthly Recurring Charge	Installation Charge	Change Charge
\$86.91 (I)	\$50.00	\$0.00

4.40.2 Time of Day Routing

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00

4.40.3 Day of Week Routing

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00

4.40.4 Holiday Routing

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00

4.40.5 Point of Origination Routing

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00

4.40.6 Toll Free Blocking

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00



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4.40 Enhanced Toll Free Service Feature Rates (Cont'd.)

4.40.7 Percent Allocation

Monthly Recurring Charge	Installation Charge	Change Charge
\$34.77 (I)	\$50.00	\$0.00

4.40.8 Toll Free with Call Completion

Monthly Recurring Charge	Installation Charge	Customized Announcement Creation	Change Charge
\$43.46 (I)	\$100.00	\$100.00	\$0.00

4.40.9 Toll Free with Route Advance

Monthly Recurring Charge	Installation Charge	Change Charge
\$17.38 (I)	\$50.00	\$0.00

4.40.10 Toll Free with DNIS Delivery

Installation Charge	Change Charge
\$100.00	\$0.00

4.40.11 Toll Free with Real Time ANI Delivery

Installation Charge	Change Charge
\$0.01/Call Delivered	\$0.00

4.40.12 Toll Free with Menu-Prompted Routing

Monthly Recurring Charge	Installation Charge	Change Charge
\$347.66 (I)	\$500.00	\$0.00



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4.41 ITC^DeltaCom EnterpriseLD Option 1

4.41.1 ITC^DeltaCom EnterpriseLD Option 1 - Switched Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.0924	\$0.0878	\$0.0841	\$0.0804

4.41.2 ITC^DeltaCom EnterpriseLD Option 1 - Card Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.2200	\$0.2090	\$0.2002	\$0.1914

4.41.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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4.42 ITC^DeltaCom EnterpriseLD Option 1 for Associations

4.42.1 ITC^DeltaCom EnterpriseLD Option 1 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.0924	\$0.0841	\$0.0804	\$0.0804

4.42.2 ITC^DeltaCom EnterpriseLD Option 1 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.2200	\$0.2002	\$0.1914	\$0.1914

4.42.3 Monthly Recurring Charge: \$10.00 Per toll free number

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4.43 ITC^DeltaCom EnterpriseLD Option 2

4.43.1 ITC^DeltaCom EnterpriseLD Option 2 - Switched Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (19%)	3 Year Term (19%)
\$0.0924	\$0.0832	\$0.0804	\$0.0748

4.43.2 ITC^DeltaCom EnterpriseLD Option 2 - Card Rates

Base Rate (No Term)	1 Year Term (10%)	2 Year Term (19%)	3 Year Term (19%)
\$0.2200	\$0.1980	\$0.1914	\$0.1782

4.43.3 Monthly Recurring Charge:

\$10.00 Per toll free number

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4.44 ITC^DeltaCom EnterpriseLD Option 2 for Associations

4.44.1 ITC^DeltaCom EnterpriseLD Option 2 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.0924	\$0.0804	\$0.0748	\$0.0748

4.44.2 ITC^DeltaCom EnterpriseLD Option 2 for Associations- Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.2200	\$0.1914	\$0.1782	\$0.1782

4.44.3 Monthly Recurring Charge: \$10.00 Per toll free number

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4.45 ITC^DeltaCom EnterpriseLD Option 3 - Dedicated Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (2%)	3 Year Term (5%)
\$0.0705	\$0.0705	\$0.0690	\$0.0669

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.46 ITC^DeltaCom EnterpriseLD Option 4 - Dedicated Rates

Base Rate (No Term)	1 Year Term (15%)	2 Year Term (20%)	3 Year Term (25%)
\$0.0705	\$0.0599	\$0.0564	\$0.0528

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.47 ITC^DeltaCom EnterpriseLD Option 5 - Dedicated Rates

Base Rate (No Term)	1 Year Term (21%)	2 Year Term (25%)	3 Year Term (28%)
\$0.0705	\$0.0557	\$0.0528	\$0.0507

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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4.48 ITC^DeltaCom Horizon LD Option 1 - Switched Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.092	\$0.0878	\$0.0841	\$0.0804

ITC^DeltaCom Horizon LD Option 1 - Card Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.2195	\$0.2085	\$0.1997	\$0.1909

Monthly Recurring Charge:

\$10.00 Per toll free number

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4.49 ITC^DeltaCom Horizon LD Option 1 for Associations

4.49.1 ITC^DeltaCom Horizon LD Option 1 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.092	\$0.0841	\$0.0804	\$0.0804

4.49.2 ITC^DeltaCom Horizon LD Option 1 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (9%)	2 Year Term (13%)	3 Year Term (13%)
\$0.2195	\$0.1997	\$0.1909	\$0.1909

4.49.3 Monthly Recurring Charge:

\$10.00 Per toll free number

(I)



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**SECTION 4 – RATES (CONT'D.)**

4.50 ITC^DeltaCom Horizon LD Option 2 - Switched Rates

4.50.1 ITC^DeltaCom Horizon LD Option 2 - Switched Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.092	\$0.0832	\$0.0804	\$0.0748

4.50.2 ITC^DeltaCom Horizon LD Option 2 - Card Rates

Base Rate (No Term)	1 Year Term (5%)	2 Year Term (9%)	3 Year Term (13%)
\$0.2195	\$0.1975	\$0.1909	\$0.1778

4.50.3 Monthly Recurring Charge: \$10.00 Per toll free number

(I)



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**SECTION 4 – RATES (CONT'D.)**

4.51 ITC^DeltaCom Horizon LD Option 2 for Associations

4.51.1 ITC^DeltaCom Horizon LD Option 2 for Associations - Switched Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.092	\$0.0804	\$0.0748	\$0.0748

4.51.2 ITC^DeltaCom Horizon LD Option 2 for Associations - Card Rates

Base Rate (No Term)	1 Year Term (13%)	2 Year Term (19%)	3 Year Term (19%)
\$0.2195	\$0.1909	\$0.1778	\$0.1778

4.51.3 Monthly Recurring Charge:

\$10.00 Per toll free number

(I)



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**SECTION 4 – RATES (CONT'D.)**

4.52 ITC^DeltaCom Horizon LD Option 3 - Dedicated Rates

Base Rate (No Term)	1 Year Term (0%)	2 Year Term (2%)	3 Year Term (5%)
\$0.0705	\$0.0705	\$0.0690	\$0.0669

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.53 ITC^DeltaCom Horizon LD Option 4 - Dedicated Rates

Base Rate (No Term)	1 Year Term (15%)	2 Year Term (20%)	3 Year Term (25%)
\$0.0705	\$0.0599	\$0.0564	\$0.0528

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.54 ITC^DeltaCom Horizon LD Option 5 - Dedicated Rates

Base Rate (No Term)	1 Year Term (21%)	2 Year Term (25%)	3 Year Term (28%)
\$0.0705	\$0.0557	\$0.0528	\$0.0507

Monthly Recurring Charge: \$10.00 Per toll free number (I)



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**SECTION 4 – RATES (CONT'D.)**

4.55 Select 100 LD

Long Distance Rate per minute	\$0.0751	
Monthly Recurring Fee*	\$13.82	(I)

4.56 100FREE LD

Long Distance Rate per minute	\$0.0751	
Calling Card Rate per minute	\$0.2541	
Monthly Recurring Fee*	\$13.82	(I)

4.57 S100 LD Plan

Long Distance Rate per minute	\$0.075	
Calling Card Rate per minute	\$0.254	

\* Only one monthly recurring fee will apply for subscription to both long distance and local service. However, the fee can be waived if the customer subscribes to on-line billing through ITC^DeltaCom's free eBillMaster billing service.



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**SECTION 4 – RATES (CONT'D.)**

4.58 LD Rewards

	Monthly Volume*	Intrastate Per Minute Rate
Option A**	\$10.00	\$0.065
Option B**	\$15.00	\$0.060
Option C**	\$25.00	\$0.055
Option D**	\$50.00	\$0.049
Travel Card***	N/A	\$0.129

\* Volume does not include any surcharges, taxes or other similar fees.

\*\* Rates apply to outbound and toll free domestic calls.

\*\*\* A surcharge will not apply.

Monthly Recurring Charge: \$10.00 Per toll free number (I)

4.59 Move Fee

Move Fee \$1,000.00



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**SECTION 5 – MISCELLANEOUS CHARGES**

The rates provided in Section 5 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 6 - Non-Term Rates.

5.1 Service Order Charge

Absent a promotional offering, service implementation charges will apply to new service orders or to orders to change existing service.

	Non Recurring Charge
Service Order Charge	\$0.00

5.2 Special Bill Handling Fee

A \$25 special bill handling fee, plus the cost of labor and materials in excess thereof, will apply to customers who request special bill handling outside of the included monthly remittance available today.

5.3 Minimum Monthly Usage Charge

This charge applies to Customers who only subscribe to the Company's long distance service and whose long distance usage falls below 400 minutes per month. This charge is in addition to the per minute charge billed by the Company for any minutes used below the minimum 400 minutes per month.

Minimum Monthly Usage Charge \$8.65 (I)



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**SECTION 6 – NON-TERM RATES**

The rates provided in this section only apply to Customers that are being provided Month to Month services through an expired Service Term agreement or who have never had a Service Term agreement with the Company. Customers still under a Service Term agreement with the Company will find the rates for their services in Section 2 – Rules and Regulations, Section 4 - Rates and Section 5 – Miscellaneous Charges.

6.1 Business Rate Schedules

6.1.1 Quest Service

Switched Base Rate (No Term) Inbound/Outbound	\$0.128	
Switched Base Rate (No Term) Card	\$0.228	
Dedicated Base Rate (No Term) Inbound/Outbound	\$0.088	
Dedicated Base Rate (No Term) Card	\$0.220	
Monthly Recurring Charges:	\$15.00 for each toll free number	(I)
Monthly Recurring Charge for Authorization Code a/k/a Customized PIN Package	\$109.51 per 100 PINs	(I)
Monthly Recurring Charge for autodialers:	\$8.22 per access line	(I)

6.1.2 Quest for Associations

Switched Base Rate (No Term) Inbound/Outbound	\$0.121	
Switched Base Rate (No Term) Card	\$0.216	
Dedicated Base Rate (No Term) Inbound/Outbound	\$0.087	
Dedicated Base Rate (No Term) Card	\$0.209	
Monthly Recurring Charges:	\$15.00 for each toll free number	(I)
Monthly Recurring Charge for Authorization Code a/k/a Customized PIN Package	\$109.51 per 100 PINs	(I)
Monthly Recurring Charge for autodialers:	\$8.22 per access line	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.3 ITC^DeltaCom Unison Option A

Dedicated Base Rate (No Term)	\$0.121	
Switched/800 Base Rate (No Term)	\$0.216	
Card Base Rate (No Term)	\$0.087	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.4 ITC^DeltaCom Unison Option A for Associations

Dedicated Base Rate (No Term)	\$0.1016	
Switched/800 Base Rate (No Term)	\$0.1363	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.5 ITC^DeltaCom Unison Plus

Dedicated Base Rate (No Term)	\$0.0924	
Switched/800 Base Rate (No Term)	\$0.1271	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

[As of January 11, 1999 this Service is reserved for currently subscribed Customers and is no longer available to new Customers.]



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.6 ITC^DeltaCom Unison Plus for Associations

Dedicated Base Rate (No Term)	\$0.0924	
Switched/800 Base Rate (No Term)	\$0.1271	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

[As of January 11, 1999 this Service is reserved for currently subscribed Customers and is no longer available to new Customers.]

6.1.7 ITC^DeltaCom Unison Select Option 1

Dedicated Base Rate (No Term)	\$0.0959	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.8 ITC^DeltaCom Unison Select Option 2

Dedicated Base Rate (No Term)	\$0.0959	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.9 ITC^DeltaCom Unison Select Option 3

Dedicated Base Rate (No Term)	\$0.0959	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.10 ITC^DeltaCom Unison Select Option 4

Switched Base Rate (No Term)	\$0.1271	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.11 ITC^DeltaCom Unison Select Option 4 for Associations

Switched Base Rate (No Term)	\$0.1271	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.12 ITC^DeltaCom Unison Select Option 5

Switched Base Rate (No Term)	\$0.1213	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.13 ITC^DeltaCom Unison Select Option 5 for Associations

Switched Base Rate (No Term)	\$0.1213	
Card Base Rate (No Term)	\$0.3350	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)



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6.1 Business Rate Schedules, (Cont'd.)

6.1.14 Inbound 800 Service Features

800 Referral Service Announcement Monthly Recurring Charge	\$26.08	(I)
Incoming Exclusion/Area Blocking Monthly Recurring Charge	\$26.08	(I)
Dialed Number Identification Service (DNIS) Monthly Recurring Charge	\$46.93	(I)
Time of Day Routing Monthly Recurring Charge	\$46.93	(I)
Day of Week Routing Monthly Recurring Charge	\$46.93	(I)
Command Routing Monthly Recurring Charge	\$65.19	(I)
Real Time ANI Monthly Recurring Charge	\$247.71	(I)
Route Advance Monthly Recurring Charge	\$0.00	
Percent Allocation Monthly Recurring Charge	\$0.00	
Time Directory Listing Monthly Recurring Charge	\$0.00	

[As of June 30, 2000, all inbound 800 Service Features except directory listings are reserved for currently subscribed customers and are no longer available to new customers.]



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.15 Delta Resp. Org. Charges

Where DeltaCom serves as a Resp. Org. for a non-Delta Inbound 800 Service customer, DeltaCom will pass on the tariffed Local Exchange Carrier charges for SMS/800 Data Base and relative services.

Per Month

Set-up/installation 800 Number (per 800 Number)	\$8.22	(I)
Modify 800 Record (add/change number, or Vertical Features)	\$8.22	(I)

[As of November 13, 1998, Delta Resp. Org. Charges were reserved for currently subscribed customers and were no longer available to new customers.]

6.1.16 Delta Private Line Service

Charges between and/or among the Company's Points of Presence (POP)

<u>Service Type</u>	<u>Monthly Recurring Charge</u>	
DS3 44.736 MBPS	ICB	
DS1 1.544 MBPS	\$32.85	(I)
DS0 2.4 KBPS – 19.2 KBPS	\$1.91	(I)
DDS 2.4 KBPS – 64 KBPS	\$1.91	(I)

\*Computation of airline mileage is described in Section 3 of this Tariff.



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6.1 Business Rate Schedules, (Cont'd.)

6.1.17 Aspect Option D

Inbound/Outbound Base Rate (No Term)	\$0.1675	
Card Base Rate (No Term)	\$0.2633	
Monthly Recurring Charges:		
Per toll free number:	\$15.00	(I)
Customized Pin Package: (per 100 PINS)	\$109.51	
Autodialers (per access line):	\$8.22	(I)

6.1.18 Aspect Option D for Associations

Inbound/Outbound Base Rate (No Term)	\$0.1675	
Card Base Rate (No Term)	\$0.2633	
Monthly Recurring Charges:		
Per toll free number:	\$15.00	(I)
Customized Pin Package: (per 100 PINS)	\$109.51	(I)
Autodialers (per access line):	\$8.22	(I)



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6.1 Business Rate Schedules, (Cont'd.)

6.1.19 Pinnacle

Switched Inbound/Outbound Base Rate (No Term)	\$0.1605	
Switched Card Base Rate (No Term)	\$0.2633	
Dedicated Inbound/Outbound Base Rate (No Term)	\$0.1603	
Dedicated Card Base Rate (No Term)	\$0.2541	
Per toll free number:	\$15.00	(I)
Customized Pin Package: (per 100 PINS)	\$109.51	(I)
Autodialers (per access line):	\$8.22	(I)

6.1.20 Pinnacle for Associations

Switched Inbound/Outbound Base Rate (No Term)	\$0.1605	
Switched Card Base Rate (No Term)	\$0.2633	
Dedicated Inbound/Outbound Base Rate (No Term)	\$0.1603	
Dedicated Card Base Rate (No Term)	\$0.2541	
Per toll free number:	\$15.00	(I)
Customized Pin Package: (per 100 PINS)	\$109.51	(I)
Autodialers (per access line):	\$8.22	(I)

[As of May 15, 1998, this service is reserved for currently subscribed customers and is no longer available to new customers.]





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6.1 Business Rate Schedules, (Cont'd.)

6.1.23 ISDN

	Monthly Recurring Charge		
PRI Local Access	DS1 cost plus \$273.78 per D Channel		(I)
800/ANI	\$0.03 Per ANI delivered		
Rearrange trunk group after initial installation	\$420.00 per occurrence		
BRI-Switched 64 Kbps	Price is based on usage rates of service selected by customer		

\*\* In addition to all other rates prescribed in this section, the subscriber shall reimburse the Company for all local channel charges imposed by a local exchange carrier(s) for provision of the originating or terminating access channel and any other service or

6.1.24 Patron - Switched/800 Rates

<u>Volume</u>	<u>Rate</u>	<u>3% Discount to Extent Term</u>	
\$0-\$1500	\$0.1490	\$0.1445	
Patron - Card Rates	\$0.2252	\$0.2185	
Monthly Recurring Charge Per Toll Free Number	\$15.00		(I)
Calling Card Surcharge	\$0.63		

6.1.25 Patron - Dedicated Rates

<u>Volume</u>	<u>Rate</u>	<u>3% Discount to Extent Term</u>	
\$0-\$1500	\$0.0947	\$0.0919	
Patron - Card Rates	\$0.2195	\$0.2129	
Monthly Recurring Charge Per Toll Free Number	\$15.00		(I)
Calling Card Surcharge	\$0.63		



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6.1 Business Rate Schedules, (Cont'd.)

6.1.26 Custom Billing

Monthly Recurring Charge \$41.08 (I)

6.1.27 ITC^DeltaCom Business Connections Option 1

Switched Base Rate (No Term) \$0.1097

Card Base Rate (No Term) \$0.2541

Monthly Recurring Charges: \$15.00 Per toll free number (I)

6.1.28 ITC^DeltaCom Business Connections Option 1 for Associations

Switched Base Rate (No Term) \$0.1097

Card Base Rate (No Term) \$0.2541

Monthly Recurring Charges: \$15.00 Per toll free number (I)

6.1.29 ITC^DeltaCom Business Connections Option 2

Switched Base Rate (No Term) \$0.1097

Card Base Rate (No Term) \$0.2541

Monthly Recurring Charges: \$15.00 Per toll free number (I)

6.1.30 ITC^DeltaCom Business Connections Option 2 for Associations

Switched Base Rate (No Term) \$0.1097

Card Base Rate (No Term) \$0.2541

Monthly Recurring Charges: \$15.00 Per toll free number (I)



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6.1 Business Rate Schedules, (Cont'd.)

6.1.31 ITC^DeltaCom Business Connections Option 3

Switched Base Rate (No Term)	\$0.1097	
Card Base Rate (No Term)	\$0.2541	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.32 ITC^DeltaCom Business Connections Option 3 for Associations

Switched Base Rate (No Term)	\$0.1097	
Card Base Rate (No Term)	\$0.2541	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.33 ITC^DeltaCom Business Connections Option 4 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.1040	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.34 ITC^DeltaCom Business Connections Option 5 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.1040	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.35 ITC^DeltaCom Business Connections Option 6 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.1040	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)

6.1.36 ITC^DeltaCom Business Connections Option 7 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.1040	
Monthly Recurring Charges:	\$15.00 Per toll free number	(I)



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6.1 Business Rate Schedules, (Cont'd.)

6.1.37 Enhanced Toll Free Service Feature Rates

	<u>Monthly Recurring Charges</u>	(I)
Enhanced Toll Free Routing Package	\$130.38	
Time of Day Routing	\$52.15	
Day of Week Routing	\$52.15	
Holiday Routing	\$52.15	
Point of Origination Routing	\$52.15	
Toll Free Blocking	\$52.15	
Percent Allocation	\$52.15	
Toll Free with Call Completion	\$65.19	
Toll Free with Route Advance	\$26.08	
Toll Free with DNIS Delivery	--	
Toll Free with Real Time ANI Delivery	--	
Toll Free with Menu-Prompted Routing	\$521.48	(I)

6.1.38 ITC^DeltaCom EnterpriseLD Option 1

Switched Base Rate (No Term)	\$0.0924	
Card Base Rate (No Term)	\$0.2200	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.39 ITC^DeltaCom EnterpriseLD Option 1 for Associations

Switched Base Rate (No Term)	\$0.0924	
Card Base Rate (No Term)	\$0.2200	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.40 ITC^DeltaCom EnterpriseLD Option 2

Switched Base Rate (No Term)	\$0.0924	
Card Base Rate (No Term)	\$0.2200	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.41 ITC^DeltaCom EnterpriseLD Option 2 for Associations

Switched Base Rate (No Term)	\$0.0924	
Card Base Rate (No Term)	\$0.2200	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.42 ITC^DeltaCom EnterpriseLD Option 3 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.43 ITC^DeltaCom EnterpriseLD Option 4 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.44 ITC^DeltaCom EnterpriseLD Option 5 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.45 ITC^DeltaCom Horizon LD Option 1 - Switched Rates

Switched Base Rate (No Term)	\$0.0920	
Card Base Rate (No Term)	\$0.2195	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.46 ITC^DeltaCom Horizon LD Option 1 for Associations

Switched Base Rate (No Term)	\$0.0920	
Card Base Rate (No Term)	\$0.2195	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.47 ITC^DeltaCom Horizon LD Option 2 - Switched Rates

Switched Base Rate (No Term)	\$0.0920	
Card Base Rate (No Term)	\$0.2195	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.48 ITC^DeltaCom Horizon LD Option 2 - Switched Rates for Associations

Switched Base Rate (No Term)	\$0.0920	
Card Base Rate (No Term)	\$0.2195	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.49 ITC^DeltaCom Horizon LD Option 3 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.50 ITC^DeltaCom Horizon LD Option 4 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.51 ITC^DeltaCom Horizon LD Option 5 - Dedicated Rates

Dedicated Base Rate (No Term)	\$0.0705	
Monthly Recurring Charges	\$15.00 Per toll free number	(I)

6.1.52 Select 100 LD

Long Distance Rate per minute	\$0.0751	
Monthly Recurring Fee*	\$20.74	(I)

6.1.53 100FREE LD

Long Distance Rate per minute	\$0.0751	
Calling Card Rate per minute	\$0.2541	
Monthly Recurring Fee*	\$20.74	(I)



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**SECTION 6 – NON-TERM RATES, (CONT'D.)**

6.1 Business Rate Schedules, (Cont'd.)

6.1.54 LD Rewards

	<u>Monthly Volume*</u>	<u>Intrastate Per Minute Rate</u>
Option A**	\$10.00	\$0.010
Option B**	\$15.00	\$0.090
Option C**	\$25.00	\$0.080
Option D**	\$50.00	\$0.070
Travel Card***	N/A	\$0.190

\* Volume does not include any surcharges, taxes or other similar fees.

\*\* Rates apply to outbound and toll free domestic calls.

\*\*\* A surcharge will not apply.

Monthly Recurring Charge: \$15.00 Per toll free number (I)

6.2 Monthly Account Maintenance Fee

Monthly Recurring Charge: \$14.10 Per toll free number (I)

The monthly account maintenance fee will be waived if the customer elects to obtain their call detail on-line in lieu of receiving paper copies of their call detail.

6.3 Miscellaneous Charges Minimum Monthly Usage Charge

This charge applies to Customers who only subscribe to the Company's long distance service and whose long distance usage falls below 400 minutes per month. This charge is in addition to the per minute charge billed by the Company for any minutes used below the minimum 400 minutes per month.

Minimum Monthly Usage Charge \$12.99 Per toll free number (I)

