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March 21, 2007

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Honorable Walter L. Thomas
Secretary of the Commission
Alabama Public Service Commission
100 North Union Street, 8th Floor
Montgomery, AL 36104.

Re: Revisions to AL P.S.C. Tariff No. 3, The Contact Network Inc. Local Exchange Services Tariff

2917 Ashville Drive S.W.
Decatur, AL 35603
(888) 3 InLine
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Dear Mr. Thomas:

Enclosed for filing is an original plus 1 copy of revisions for The Contact Network Inc.'s Local Exchange Services Tariff (AL PSC Tariff No. 3), which bear an issue date of March 21, 2007 and an effective date of April 1, 2007. These changes were submitted to the Alabama Public Service Commission electronically on March 21, 2007. The following page has changes to be filed

830 Wilson Drive Ste. C
Ridgeland, MS 39157
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<u>Sheet</u>	<u>Revision</u>
106	First

The purpose of this filing is to:
◆ Add information regarding InTouch Auto Attendant services

Should you have any questions regarding this filing, please contact me at 205-278-8134.

Sincerely,

Michele Boner
CLEC Administrator

Enclosures

LOCAL EXCHANGE SERVICE

THE CONTACT NETWORK, INC.

REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE SERVICE
WITHIN THE STATE OF ALABAMA

THIS TARIFF REPLACES THE CONTACT NETWORK INC'S ALABAMA P.S.C. TARIFF
3 IN ITS ENTIRETY.

ISSUE DATE: August 17, 2006

EFFECTIVE DATE: September 17, 2006

Senior Manager - Regulatory Affairs
THE CONTACT NETWORK, INC.
600 Lakeshore Pkwy
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LOCAL EXCHANGE SERVICE
EXPLANATION OF SYMBOLS AND ABBREVIATIONS USED IN THIS TARIFF

The following symbols shall be used in this tariff for the purpose indicated below:

- C - To signify changed regulation.
- D - To signify discontinued rate or regulation.
- I - To signify increased rate.
- M - To signify a move in the location of text.
- N - To signify new rate or regulation.
- R - To signify reissued matter.
- T - To signify a change in text but no change in rate or regulation.

LOCAL EXCHANGE SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of communications service by THE CONTACT NETWORK, INC., to customers within the local exchange service area, defined herein.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS

Certain terms are used generally throughout this tariff are defined below:

Account Codes: Allows a User to allocate local calls to a 4-digit, non-verified account code.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Business Service: A switched network service that provides for dialed Station communications that is described as a business or commercial rate.

Call Block: Feature, which may be added to an exchange line which provides the Customer the ability to prevent incoming calls from up to six different telephone numbers. Callers on the line will hear an announcement informing them that their call has been blocked and will not be accepted by the called party.

Call Forwarding Busy Line: Automatically routes incoming calls to a designated answering point when the call line is busy.

Call Forwarding Busy Line (Customer Controlled): Enables the Customer to control Call Forwarding Busy Line, from the base station line, the activation and deactivation of the service by using dialing codes.

Call Forwarding Don't Answer: Automatically routes incoming calls to be forwarded to a designated answering point when the call line does not answer within a prespecified number of rings.

Call Forwarding Don't Answer (Customer Controlled): Enables the Customer to control Call Forwarding Don't Answer, from the base line station, by using dialing codes.

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SECTION 1 - DEFINITION OF TERMS (continued)

Call Forwarding Don't Answer-Ring Control: Enables the Customer to control the number of rings or seconds, depending on the specific technology involved, before incoming calls are routed to a designated answering point when the call line does not answer.

Call Forwarding Variable: Enables the user to transfer incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred.

Call Forwarding Variable-Remote Access: Enables the Customer to activate and deactivate Call Forwarding Variable remotely from any line/equipment capable of push button signaling rather than only from the base station line.

Call Forwarding Multipath: Enables a Customer who subscribes to Call Forwarding to specify the number of calling paths that will be forwarded to another telephone number. The total number of calling paths cannot exceed the number of lines/trunks in the forwarding hunting arrangement. In all cases, the number of call forwarding paths is dependent upon the terminating capability of the forward-to directory number. For the Call Forwarding Don't Answer feature, each call will be forwarded at the completion of each ring cycle.

Call Hold: Allows the User to dial an access code to place the current call on hold.

Call Return: Enables a Customer to place a call to the telephone number associated with the most recent call received whether or not the call was answered or the number is known. The Customer can dial a code to request that the network place the call.

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SECTION 1 - DEFINITION OF TERMS (continued)

Call Selector: Provides a distinctive ringing pattern for calls received from up to six different telephone numbers. By dialing an access code, the user can create a screening list of up to six telephone numbers. Calls received from all six of these numbers will receive the distinctive ringing pattern.

Call Tracing: Enables the user to initiate an automatic trace of the last call received. By dialing an access code, the network will record the calling number, time it was received and time the trace was activated.

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back to the caller.

Call Waiting Deluxe: Call Waiting Deluxe includes the functionality of the Call Waiting feature and provides several additional call options.

Caller ID (Basic): Enables the Customer to view a display of the originating telephone number before answering an incoming telephone call.

Caller ID (Deluxe): Enables the Customer to view a display of the telephone number and name before answering an incoming telephone call.

Caller ID (Enhanced): Enables the Customer engaged on a telephone call, with optional hardware on their premise, to view a display of the originating telephone number before answering the incoming call waiting signal
Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

COCS Channel Type 2106: Customer Operating Center Service is designed for use by Telephone Answering Bureaus which utilize large, quantities of local channel types between their locations and the serving wire center.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS (continued)

Company: THE CONTACT NETWORK, INC. , an Alabama corporation, which is the issuer of this tariff.

Commission: Public Service Commission.

Customer: The person, firm, corporation or other entity that orders service and is responsible for the payment of charges and for compliance with the Company's tariff regulations.

Dial Pulse (DP): The pulse type employed by rotary Station sets.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

Dual Tone Multi-Frequency: The pulse type employed by tone dial Station sets.

Duplicate Bill Charge: Charge for providing duplicate copies of customer bills upon customer request.

Hunting: Allows an incoming call to be redirected from a busy line in sequential order to the next idle line in a prearranged hunting group.

Individual Case Basis: A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS (continued)

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Local Calling: A completed call or telephonic communication between a calling Station within the local service area of the calling Station.

Local Exchange Carrier: A company that furnishes exchange telephone service. Mbps:

Megabits, or millions of bits, per second.

Message Waiting: Enables the Customer to receive a stutter dialtone when there is a message waiting in their voice mail box.

Most Idle Trunk Selection (MIDL): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

Multi-Frequency ("MF"): An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.

Non-Published Listing: Listings that are not printed in directories nor available from Directory Assistance.

Non-Recurring Charges: The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS (continued)

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

Presubscription-2 (PIC-2): An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA toll calls. The selected Interexchange Carrier is referred to as the User's Primary Interexchange Carrier (PIC-2). InterLATA Presubscription is offered pursuant to THE CONTACT NETWORK, INC. PSC Tariff No. 4.

Privacy Manager: Intercepts an incoming call that is marked as blocked, private, unavailable, or unknown and does not allow the call to process through to the subscriber until the call has been identified with the caller's name and/or number. In addition, the subscriber has the added functionality of accepting or rejecting that incoming call.

Public Service Commission (PSC): The Alabama Public Service Commission.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Repeat Dialing: Automatically redials the last number the Customer attempted to call.

Residential Service: Residence Service is that service furnished in private homes or apartments, including all parts of the subscriber's domestic establishment, domestic use and not for substantial occupation use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS (continued)

RingSmart: Enables a user to have two telephone numbers on a single physical line. Incoming calls are identified by a distinctive ringing pattern associated with each line

Service Commencement Date: The Service Commencement Date shall be the date on which the service first becomes available to the Customer, rather than on the "signed date" of the term agreement.

Service Order: The written request for local services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunications services offered on the Company's network.

Shared Facilities: A facility or equipment system subsystem that can be used simultaneously by several Customers.

Speed Calling (Dialing): Enables a User to call a 7- or 10-digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-code) and thirty (30code) number capacity.

Station: Telephone equipment from or to which calls are placed.

Telecommunications Services: Long distance, local and private line data/internet services.

Three Way Calling: Enables a Customer to put an existing call on hold and place a second call to be added to the connection.

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LOCAL EXCHANGE SERVICE

SECTION 1 - DEFINITION OF TERMS (continued)

Trunk: A communications path connecting two switching systems in a network, used on the establishment of an end-to-end connection.

User: A Customer or any other person authorized by the Customer to use service provided under this tariff.

Virtual Call Forwarding: A flat-rate facilities-based feature that allows the Company to port a telephone number in one Rate Center and forward up to 10 calls simultaneously to another facilities-based telephone number in the same local calling area. Calls cannot be forwarded to another local service provider nor to any telephone number that would incur toll charges. The original number must be ported and will be identified as the "*Virtual Call Forwarding Number*". The terminating number will be identified as the "*Virtual Call Forwarding Receiver*".

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LOCAL EXCHANGE SERVICE

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Alabama under the terms of this tariff. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services or to communicate with its own customers.

2.1.2 Shortage of Equipment or Facilities

The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as the facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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LOCAL EXCHANGE SERVICE

SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.3 Terms and Conditions

2.1.3.1 Except as otherwise provided herein, service is provided on the basis of a minimum period of at least one month, and shall continue to be provided service

until canceled by the Customer in writing 30 days prior to the cancellation of service. Unless otherwise specified herein for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein.

2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff.

2.1.3.3 Agreement For Service

The initial term of service provided under an Agreement for Service ("AFS") shall be set forth on such AFS. Upon expiration of the initial term, the AFS shall automatically renew on the same terms and conditions (including, without limitation, the rates) for successive one (1) year terms unless either party notifies the other of its intention to terminate the AFS at the end of the initial term or renewal term, as the case may be, which such notice shall be in writing and provided to the other party at least thirty (30) days prior to the expiration of the initial term or the renewal term, as the case may be. In the event of such notice, the AFS shall terminate upon the expiration of the initial term or renewal term, as the case may be. The Customer must follow the process as outlined in Section 2.9.5 when notifying the Company of its intent to terminate the AFS at the end of the initial term or renewal term, as the case may be.

The Customer shall notify the Company in writing if the Customer contact person is changed. The Company reserves the right to reject any Customer termination request received from any person other than the designated Customer contact person.

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LOCAL EXCHANGE SERVICE

SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.3 Terms and Conditions (continued)

- 2.1.3.4 This tariff shall be interpreted and governed by the laws of the State of Alabama without regard for its choice of laws provision.
- 2.1.3.5 The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- 2.1.3.6 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.1.3.7 below.

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LOCAL EXCHANGE SERVICE

SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.3 Terms and Conditions (continued)

- 2.1.3.7 The Customer agrees to return to the Company all Company provided equipment delivered to the Customer within five (5) days of the termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to the Customer's failure to comply with this provision.

2.1.4 Liability of the Company

- 2.1.4.1 The liability of the Company for damages arising out of the furnishing of its Service, including but not limited to mistakes, omissions, interruption, delay, or errors, or of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, lost profits, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this tariff. with respect to any other claim or suit, by a Customer or by any others, for damage associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this tariff, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.

2.1.4.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; and law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lockouts, work stoppages, or other labor difficulties.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.4 The Company shall not be liable for (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of common carriers or warehousemen.

2.1.4.5 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

2.1.4.6 The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, condition, location, or use of installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.7 The Company shall not be liable for any defacement to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.

2.1.4.8 Notwithstanding the Customer's obligations as set forth in Section 2.3.1, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss of damage arising from Customer's use of services furnished under this tariff, including: claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and patent infringement claims arising from combining or connecting the service offered by the Company with apparatus and systems of the Customer or others; and all other claims arising out of any act or omission of the Customer or others in connection with any service provided by the Company pursuant to this tariff.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

- 2.1.4.9 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by Customer for the specific services giving rise to the claim, and no such action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.1.4.10 The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.
- 2.1.4.11 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service, or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.12 The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, or death of, any person(s), or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.13 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, or materials and supplies, for interconnection of the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.14 The Company's liability arising from errors or omissions of listings or directory assistance records is limited to the amount charged to the customer for the listings. If the listings or service was provided at no charge to the Customer, then the Company's liability is limited to \$1.00.

2.1.4.15 In conjunction with a non-published telephone number, as described in Section 3.8, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will try to prevent the disclosure of the number to such telephone, but will not be liable should such number be divulged.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.16 In conjunction with the Busy Line Verification and Interrupt Service as described in Section 3.8, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

2.1.4.17 The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

2.1.4.18 With respect to Emergency Number 911 Service:

(a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.18 With Respect to Emergency Number 911 Service:

- (b) The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company including, but not limited to, telephone used by the party or parties accessing emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agents of any one of them.
- (c) When a Customer with a non-published telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority responsible for the Emergency 911 Service, upon request of such governmental authority. By subscribing to service under this tariff Customer acknowledges and agrees with the release of information as described above.
- (d) In areas where the local governmental authority responsible for Emergency 911 Service bases its 911 fees on a percentage of the local tariff rates, the Company's 911 fee assessment for bundled products will be calculated on rates for stand-alone basic local exchange service.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.4 Liability of the Company (continued)

2.1.4.19 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 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventive maintenance. Generally, such activities are not specific to any individual Customer but affect many Customers services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provisions of Equipment and Facilities

2.1.6.1 The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to a Customer.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.6 Provisions of Equipment and Facilities (continued)

2.1.6.2 The Company shall use reasonable efforts to maintain facilities and equipment that it furnishes to the Customer. The Customer may not, nor may Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.

2.1.6.3 Equipment the Company provided or installed at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company has provided.

2.1.6.4 The Company shall not be responsible for the installation, operation, or maintenance of any customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.6 Provisions of Equipment and Facilities (continued)

2.1.6.4 (continued)

- (a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer-provided equipment; or
- (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.1.7 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents, or contractors.

2.1.8 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in unusual locations. In such cases, charges based on cost of the labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.9 Special Construction

(A) Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken:

- (1) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (2) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (3) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (4) in a quantity greater than that which the Company would normally construct;
- (5) on an expedited basis;
- (6) on a temporary basis until permanent facilities are available;
- (7) involving abnormal costs; or
- (8) in advance of its normal construction.

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SECTION 2 - REGULATIONS (continued)

2.1 Undertaking of the Company (continued)

2.1.9 Special Construction (continued)

- (B) When service is requested in areas where facilities are not available, and the Company's underlying carrier has no plans to construct new facilities in these areas, Special Construction Charges assessed by the underlying carrier may also be passed through to the Customer.
- (C) Charges assessed for Special Construction will be calculated and applied on a case-by-case basis.
- (D) Where assessed by the underlying carrier, a non-refundable, non transferable fee of \$150.00 will be assessed for preparation of each estimate when special construction is required. This fee applies only to service order generated special construction and will be credited toward the entire cost of the special construction work when completed and billed.

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SECTION 2 - REGULATIONS (continued)

2.2 Prohibited Uses

- 2.2.1 The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- 2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

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SECTION 2 - REGULATIONS (continued)

2.3 Obligations of the Customer

2.3.1 The Customer shall be responsible for:

- (a) the payment of all applicable charges pursuant to this tariff;
- (b) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.
- (c) providing at no charge, as specified from time to time by Company, Company facilities and equipment installed on the premises of the Customer, at the level of heating and air conditioning necessary to maintain the proper operating environment of such premises, facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for indemnifying, monitoring, removing, and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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SECTION 2 - REGULATIONS (continued)

2.3 Obligations of the Customer (continued)

2.3.1 The Customer shall be responsible for: (continued)

- (d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide Local Exchange Service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1 (c). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the any order for service;
- (e) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for indemnifying, monitoring, removing, and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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SECTION 2 - REGULATIONS (continued)

2.3 Obligations of the Customer (continued)

2.3.1 The Customer shall be responsible for: (continued)

- (f) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses, and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under section 2.3.1 (d); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or
- (g) not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- (h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowances for interruptions in service will be made for the period during which services is interrupted for such purpose.

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SECTION 2 - REGULATIONS (continued)

2.3 Obligations of the Customer (continued)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorney's fees for:

- (a) any loss, destruction or damage to property of the Company or any third party, or the death or injury to persons, including, but not limited to employees or invitees or either the Company or the Customer, to the extent caused by or resulting from the negligence or intentional act or omission of Customer, its employees, agents, representatives or invitees; or
- (b) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between Customer and Company or this tariff.

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SECTION 2 - REGULATIONS (continued)

2.4 Customer Equipment and Channels

2.4.1 In General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

2.4.2.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of service may be required; however, where prior to notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition that gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

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SECTION 2 - REGULATIONS (continued)

2.4 Customer Equipment and Channels (continued)

2.4.2 Station Equipment (continued)

2.4.2.2 The Customer is responsible for ensuring that Customer provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.4.3 Interconnection of Facilities

2.4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Local Exchange Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.

2.4.3.2 Local Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers, which are applicable to such connections.

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SECTION 2 - REGULATIONS (continued)

2.4 Customer Equipment and Channels (continued)

2.4.3 Interconnection of Facilities (continued)

2.4.3.3 Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff.

2.4.4 Inspections

2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and Customer is complying with requirements set forth in section 2.4.2.2 for installations, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

2.4.4.2 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten (10) days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment, and personnel from harm.

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SECTION 2 - REGULATIONS (continued)

2.4 Customer Equipment and Channels (continued)

2.4.4 Inspections (continued)

2.4.4.3 The Company will, upon a request from the Customer 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company to the Customer or its Joint or Authorized Users. The Company must receive objections within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. A bill will not be deemed correct and binding upon the Customer if the Company has records on the basis of which an objection may be considered, or if the Customer has in his or her possession such Company records. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Non-Recurring Charge is specific, those charges may be passed on to the Customer.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.1 Payment for Service (continued)

2.5.1.1 Taxes

The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges, including franchise and license fees (however designated) excluding taxes on the Company's net income, imposed on or based upon the provision, sale or use of Local Services. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes) will only be recovered from those Customers located in the affected jurisdiction.

2.5.1.2 Other Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasigovernmental authorities to collect from or pay to others in support of statutory or regulatory programs. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively. In addition, the Company will itemize the following charges, including but not limited to, Telecommunications Relay Service, Universal Service Charges, Carrier Line Charges (CLC), Transport Interconnection Charges, Residual Interconnection charges, E911, subscriber line charges and compensation to payphone service providers for the use of their payphones to access the Company's services.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.1 Payment for Service (continued)

2.5.1.3 RESERVED FOR FUTURE USE

2.5.1.4 RESERVED FOR FUTURE USE

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.2 Billing and Collection of Charges

Billing will be rendered monthly to Customer.

- 2.5.2.1 The Company shall be entitled to require an applicant or Customer to pay all its bills within a specified period of time and to make such payments in cash or the equivalent of cash.
- 2.5.2.2 All service, installation, monthly recurring, and non-recurring charges are due and payable by the due date specified on the monthly invoice and shall be considered past due if payment is not received by the due date.
- 2.5.2.3 The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which such service is provided.
- 2.5.2.4 For new Customers or existing Customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rated basis. For this purpose every month is considered to have 30 days.
- 2.5.2.5 Amounts not paid by the invoice due date will be considered past due. The Company reserves the right to charge interest on any past due amount at a monthly rate of 1 1/2%.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.2 Billing and Collection of Charges (continued)

- 2.5.2.6 A check return charge not to exceed \$25.00 per check or draft will be assessed for checks or drafts written on accounts with insufficient funds or on non-existing accounts, or on returned Automatic Funds Transfer transactions.
- 2.5.2.7 "Receipt" as used herein shall be deemed completed after the expiration of five (5) days after mailing.
- 2.5.2.8 In the event the Company incurs fees or expenses, including attorney's fees and/or court costs, in collecting or attempting to collect any charges owed to the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred
- 2.5.2.9 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 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Service Commission in accordance with the Commission's rules of procedure.

2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge(s) and one month's charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges (if any) for a period to be set by the Company and the nonresidential Customer.

The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

2.5.5 Deposits

2.5.5.1 The Company, upon initiation or reinitiation of service, may require a cash deposit from a prospective customer, a presently disconnected customer, or a former customer for the purpose of guaranteeing final payment for service when in the judgment of the Company, such deposit is necessary.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.5 Deposits (continued)

2.5.5.1 (continued)

The Company may require such deposit prior to providing service or require deposit payment by separate bill or coincident with or included in the first monthly billing. The Company reserves the right to cease accepting and processing service orders after it has requested a security deposit and prior to the Customer's compliance with this request. Such required deposit shall not exceed the amount of an estimated bill for two regular billing periods or in the case of a customer whose bills are payable in advance, it shall not exceed an estimated bill for one regular billing period, plus two months estimated toll.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.5 Deposits (continued)

- 2.5.5.2 An additional deposit may be required from a telephone customer when excessive toll occurs and there is a known credit risk, either upon written notice or verbal notification subsequently confirmed in writing. If the deposit requirement is not met, toll restriction may be applied where technically available. If toll restriction is not available, local service may be denied if the deposit requirement is not met.
- 2.5.5.3 Customers may obtain deposit refunds prior to the mandatory refund date by either:
1. Application to and approval by the Company. Barring that a Customer's circumstance is other than in good standing, the Company may refund the deposit and accrued interest.
 2. Upon final discontinuance of service, the Company shall apply such deposit with accrued interest thereon to any amounts due by the Customer for service. If any balance is due the Customer, same shall be refunded to the Customer by the Company.
- 2.5.5.4 A deposit may be required in addition to an advance payment.
- 2.5.5.5 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit to the Customer's account.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service

- 2.5.6.1 Upon non-payment of any regulated amounts owed to the Company that are past due, the Company may, by giving not less than five (5) days' prior written notice, discontinue service without incurring any liability.

- 2.5.6.2 If the Company has not received full payment for services rendered by the invoice due date, upon not less than five (5) days' written notification to the Customer, the Company may discontinue service without incurring any liability.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

- 2.5.6.3 Upon violation of any of the other material terms or conditions for furnishing service, the Company may, by giving 30 day's prior notice in writing to the Customer, discontinue or suspend service without incurring any liability, if such violation continues during the 30 day period.
- 2.5.6.4 Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- 2.5.6.5 Upon the Customer's abandonment of service, the Company may, with prior notice to the Customer, immediately discontinue or suspend service without incurring any liability or require an additional deposit as permitted by law as security for future payment of service.
- 2.5.6.6 Upon any governmental prohibition or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue service without incurring any liability.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

2.5.6.7 The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability:

2.5.6.7.1 Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this subsection 2.5.6.7.1(a-f) in the event:

- (a) If the Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, past or current use of common carrier communications services or its planned use of service(s); or
- (b) If the Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of Company's service(s); or

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

2.5.6.7 The Company may discontinue the furnishing of any and/or all service(s) to a Customer without incurring any liability:

2.5.6.7.1 The Company may discontinue service pursuant to this sub section 2.5.6.7.1(a-f) in the event:

- (c) The Customer has been given at least five (5) days' written notice by the Company regarding any amount past due for any of the Company's regulated communications services to which the Customer either subscribes or has subscribed to use; or

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

2.5.6.7 The Company may discontinue the furnishing of any and/or all service(s) to a Customer without incurring any liability:

2.5.6.7.1 The Company may discontinue service pursuant to this sub-section 2.5.6.7.1(a-f) in the event:

(d) The Customer uses or attempts to use service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:

(d.1) Using or attempting to use service by rearranging, tampering with, or making connection to the Company's service not authorized by this tariff; or

(d.2) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or

(d.3) Any other fraudulent means or devices; or

The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability if:

(e) The Customer uses service in such a manner as to interfere with the services of other Users; or

(f) The Customer uses service for unlawful purposes.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

- 2.5.6.7 The Company may discontinue the furnishing of any and/or all service(s) to a Customer, without incurring any liability:
- 2.5.6.7.2 Upon not less than five (5) days' written notice to the Customer, for any regulated sum that is past due;
- 2.5.6.7.3 Five (5) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within the five (5) day period; or
- 2.5.6.8 The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligations to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.
- 2.5.6.9 Upon the Company's discontinuance of service to the Customer, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or equity or under any other provision of this tariff.

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SECTION 2 - REGULATIONS (continued)

2.5 Payment Arrangements (continued)

2.5.6 Discontinuance of Service (continued)

- 2.5.6.10 If the Company, due to nonpayment, temporarily interrupts service and payment is not received within ten (10) days following the interruption, the Company reserves the right to discontinue service. Service suspended by the Company and later restored will be subject to a reconnection fee as set forth in this tariff. Service disconnected by the Company and reinstalled will be subject to all applicable installation charges and the customer may be required to pay such charges prior to reinstallation of service.

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SECTION 2 - REGULATIONS (continued)

2.6 Allowances for Interruptions in Service

The following provisions shall apply to all service, except, with respect to the service, to the extent, if any, inconsistent with the Commission's regulations, shall in any event apply to residential service.

2.6.1 Credit for Interruptions:

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro-rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption, whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs.

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SECTION 2 - REGULATIONS (continued)

2.6 Allowances for Interruptions in Service (continued)

2.6.1 Credit for Interruptions (continued)

If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro-rata basis against the rates specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

2.6.2 Limitations on Allowances

No credit allowances will be made for:

- (a) interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint User, or other common carrier providing service connected to the service of Company;
- (b) interruptions due to the negligence of any person other than the Company including, but not limited to, the Customer or other common carriers connected to the Company's facilities;
- (c) interruptions due to the failure or malfunction of non-Company equipment;

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SECTION 2 - REGULATIONS (continued)

2.6 Allowances for Interruptions in Service (continued)

2.6.2 Limitations on Allowances

No credit allowances will be made for:

- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (g) interruption of service due to circumstances or causes beyond the control of the Company.

2.6.3 Use of Alternative Service Provided by the Company

Should the Customer elect to use an alternative service provided by the Company during the period a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative services used.

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SECTION 2 - REGULATIONS (continued)

2.7 Cancellation of Service

The following provisions shall apply to all service, except with respect to residential service, to the extent, if any, inconsistent with the Commission's regulations which shall in any event apply to residential service.

2.7.1 Cancellation by the Customer Prior to Installation

If the Customer cancels or terminates an order prior to the installation of Services, the Company shall invoice the Customer and the Customer shall pay to the Company the following: (i) all standard installation charges; and (ii) all costs incurred by the Company in connection with such order, including, without limitation, installation and other costs incurred with third parties with respect to such cancelled Service and labor costs for work performed by the Company employees with respect to such order.

Notice for Cancellation of Service by Customer must be provided in compliance with Section 2.9.5.

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SECTION 2 - REGULATIONS (continued)

2.7 Cancellation of Service (continued)

2.7.2 Cancellation of Service by a Customer Without Cause

(A) Discontinuance Charge. The Customer's rates and discounts, if any, are provided to the Customer in exchange for the Customer's commitment to obtain the Services for the agreed upon term of the Agreement for Service ("AFS"). If the Customer terminates all or any part of the Services obtained under the AFS prior to the expiration of the initial term or any renewal term then in effect for any reason other than Cause as set forth in Section (T)

2.7.2.1, then, in addition to payment for all Services rendered through the effective termination date, the Customer shall be liable to the Company for:

(1) the applicable Annual Usage Commitment amount remaining unpaid for the remainder of the Initial Term or Renewal Term; (T)

and (T)

(2) the total of all monthly recurring charges through the end of the Initial Term or Renewal Term, as applicable; and (T)

(3) any waived installation charges, the cost of any incentives and any miscellaneous charges incurred for dedicated access, including but not limited to engineering fees, expedite fees, carrier and local exchange order fees, change order charges, and miscellaneous configuration charges. In addition, the Company shall be entitled to the cost of collection of the forgoing amounts including, without limitation, court costs, reasonable attorney's fees and interest on past due amounts.

Because damages resulting from early termination are difficult to determine, the Discontinuance Charge is a reasonable approximation of such damage and shall be considered a liquidated damage and not a penalty. (M) (M) (M) (M)

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SECTION 2 - REGULATIONS (continued)

2.7 Cancellation of Service (continued)

2.7.2 Cancellation of Service by a Customer Without Cause, Continued

(B) Discounts / Incentives Received.

Where the Customer received reduced rates or a discount because the Customer subscribed to more than one Service, the Customer's termination of one Service may result in the forfeiture of the Customer's reduced rates or discount for that Service or Services that are not terminated, and the Customer shall be liable to the Company for the amount of discount received by the Customer for the period from the beginning of the term of the Agreement for such Services up to and including the effective date of the termination of the Service or Services terminated.

Incentive(s) include but are not limited to free or discounted services under the Bundle/Term Discount Program, waiver of any fees (i.e., installation charges, loop charges), waived rental of equipment, etc. If Customer cancels any service provided under an Incentive in full or in part (i.e., Customer receives a discount for bundled services but cancels one of the services prior to the end of the Term), then Customer shall pay any fees Customer would have incurred without the Incentive. Likewise, Customer shall pay the then current rate for any equipment received under an Incentive (i.e., data CPE: multiplexers, CSU/DSU, routers, etc.) and/or, at the Company's discretion, allow the Company to retrieve the equipment from the Customer's premise during normal business hours.

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SECTION 2 - REGULATIONS (continued)

2.7 Cancellation of Service (continued)

2.7.2.1 Cancellation of Service by a Customer With Cause

If Customer is not satisfied with any service provided by the Company, Customer shall provide written notice specifying the performance deficiency in the Service and allow the Company 20 business days ("Notice Period") to bring the deficient performance to customarily acceptable industry performance standards ("Cure"), or if not capable of Cure within such notice period, make reasonable progress toward such Cure during the Notice Period. The written notice must cite this provision and reasonably detail the deficient performance.

Should the Customer and the Company agree in writing that the Company failed to provide a cure or make progress toward such cure within the Notice Period, the Company will cancel the Customer's agreement upon request of the Customer.

If the Customer is receiving multiple types of Services, or receiving Services at multiple locations, the Customer's right to terminate Service(s) as set forth in this section shall be limited to termination of the affected Service(s) only or at the affected location(s) only.

The Customer is responsible for payment of all charges for service furnished through the cancellation date specified by the customer or until the date written cancellation notice is received, whichever is later. The Customer must provide 30 days written notice of cancellation in advance.

All written Notices under this section must be submitted by mail, registered, or certified mail, return receipt requested to Customer Care Center, Attn: Disconnect Processing Team, 600 Lakeshore Parkway, Birmingham, AL 35209; or by email with confirmed receipt by THE CONTACT NETWORK, INC., to cancel@InLine.com; or by facsimile transmission, with confirmed receipt by THE CONTACT NETWORK, INC., to 1-800-476-1790 and received by THE CONTACT NETWORK, INC. 30 days prior to the discontinuance becoming effective.

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SECTION 2 - REGULATIONS (continued)

2.7 Cancellation of Service (continued)

2.7.3 Restoral Charges for Interruption of Service

A nonrecurring charge as listed in Section 4 applies for line restoral after temporary interruption of service initiated by the Company or the Customer. If service is temporarily interrupted by the Company and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued at the request of the Customer and subsequently reestablished, charges apply as for a new installation of service.

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SECTION 2 - REGULATIONS (continued)

2.7.4 General Application of Service Charges

- (a) Service Charges may be required to be paid at the time of application for service.

2.7.5 Application of Line Connection Charges

- (a) The Line Connection Charge includes a standard voice miniature six position network interface for simple type services which do not require other network interfaces.
- (b) The Line Connection Charge First Occurrence is applicable if the customer is requesting only one line or for the first line if multiple lines are being ordered.
- (c) On multiple line orders, the Line Connection Charge for each Additional Occurrence applies for each additional line ordered after the first line per customer request.
- (d) The Line Connection Charge applies for the connection of an exchange access line or trunk. The charge is applicable per exchange access line or trunk.

2.7.6 Application of Line Change Charges

- (a) The Line Change Charge First Occurrence is applicable if the customer is requesting change on only one line or for the first line if changes are being made on multiple lines.
- (b) On each multiple line request, the Line Change Charge Additional Occurrence applies for each additional line requested changed after the first line.

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SECTION 2 - REGULATIONS (continued)

2.7.6 Application of Line Change Charges (continued)

- (c) If the Line Connection Charge First Occurrence applies on a customer request, any additional Line Change Charges applicable for the same customer request will be billed at the Line Change Charge Additional Occurrence rate.
- (d) The Line Change Charge applies for each telephone number changed when requested by the customer.
- (e) The Line Change Charge applies for each line or trunk being restored after service is temporarily denied for nonpayment.
- (f) The Line Change Charge applies for establishing or changing call referrals to another number at the customer's request.
- (g) The Line Change Charge applies for changing from loop start to ground start and vice versa, for changing from a line to a trunk and vice versa, for changes in direction, etc.
- (h) The Line Change Charge applies for changing from foreign central office service to home wire center and vice versa.

2.7.7 Application of Secondary Service Charges

- (a) The Secondary Service Charge will not apply if a Line Connection Charge or Line Change Charge is applicable.
- (b) The Secondary Service Charge will apply for adding or rearranging optional Service Features as listed in Section 4 of this tariff.

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SECTION 2 - REGULATIONS (continued)

2.7.7 Application of Secondary Service Charges (continued)

- (c) The Secondary Service Charge applies for transfers of responsibility.
- (d) The Secondary Service Charge applies for changing from residential to business service and vice versa. The business charge applies when changing to business and the residential charge applies when changing to residential. If the telephone number changes, the Line Change Charge applies in lieu of the Secondary Service Charge.
- (e) The Secondary Service Charge applies for rearrangement of drop wire, protector, and/or network interface. Charges for Service Calls may apply.
- (f) The Secondary Service Charge applies for installing a network interface jack at the customer's request on existing service. Charges for Service Calls may apply.
- (g) The Secondary Service Charge applies when changing a station number or installing a station line.

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SECTION 2 - REGULATIONS (continued)

2.7.8 Application of Service Call Charges

- (a) The appropriate Line Connection Charge, Secondary Service Charge or Line Change Charge applies in addition to charges for Service Calls.
- (b) Charges for Service Calls apply per customer request, per Company employee performing billable work on the customer's premises. The sum of their time is used to determine the number of 15-minute increments to be billed, after the one-hour minimum billing period. Only one initial increment is to be billed per customer request except when the customer specifically requests more employees than the Company would normally dispatch. Where the customer specifically requests additional employees, the initial increment charge will also apply per additional Company employee specifically requested.
- (c) Charges for Service Calls apply for, but not only to, rearrangement of drop wire, protector and/or network interface.
- (d) The charge for a network interface jack applies in addition to the appropriate Service Call Charges for installing a network interface at the customer's request on existing service.

2.7.9 Service Charge Exceptions

- (a) Service Charges do not apply for changing from a private or semiprivate listing to a listed number.
- (b) Service Charges do not apply for changing to and from flat, message or measured rate basic service. This includes changing from one usage service option to another. This does not include a change from residential service to business service or vice versa.

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SECTION 2 - REGULATIONS (continued)

2.7.9 Service Charge Exceptions (continued)

- (c) Service Charges do not apply for changing the primary listing of a residential customer to the name of the remaining spouse in event of death or divorce of the spouse currently listed.
- (d) Service Charges do not apply for establishing Lifeline on existing residential service.
- (e) Service Charges do not apply for establishing toll credit cards.
- (f) Service Charges do not apply for full or partial disconnection.
- (g) Service Charges do not apply for moving from a premises which has been destroyed or made un-tenantable by a disaster such as a hurricane, tornado, fire, flood, etc., when equivalent service is established, to the new/temporary location or for the move back into the original location.
- (h) Service Charges do not apply for changing telephone numbers when in the judgment of the Company such changes are necessary for continuation of satisfactory service.
- (i) When a customer's request is provided in accordance with a promotional waiver, additional service subject to an equal or lesser Service Charge may be made a part of the promotional order. Charges for Line Connection, Line Change, or Service Calls may apply for additional service.

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SECTION 2 - REGULATIONS (continued)

2.7.9 Service Charge Exeptions (continued)

- (j) When a customer's request is provided in accordance with the service waivers listed in 2.7.9 (a)-(d) preceding, additional features or services subject to the Secondary Service Charge may be made a part of the waiver order.
- (k) Service Charges for connection, moves or changes do not apply to telephone service previously provided over a Government System in military housing where there is no break in the continuity of service.

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SECTION 2 - REGULATIONS (continued)

2.8 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all assets of the Company; (c) pursuant to any financing, merger or reorganization of the Company.

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service, which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communications, or bill with the U.S. Mail or a private delivery service prepaid and properly addressed, or when actually received or refused by Addressee, whichever occurs first.

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SECTION 2 - REGULATIONS (continued)

2.9 Notices and Communications (continued)

2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2.9.5 Company Contact Information for Cancellation

The Customer must use the following information/addresses for all cancellation and disconnect requests:

(A) US Mail (registered, certified or return receipt requested) The Contact Network, Inc.
600 Lakeshore Pkwy, Birmingham, AL 35209 ATTN: Cancellations

(B) Email, with confirmed receipt by THE CONTACT NETWORK, INC. - cancel@InLine.com

(C) Facsimile, with confirmed receipt by THE CONTACT NETWORK, INC. -
1-800-476-1790

(D) Such request shall include all of the following that apply:

- (1) an itemized list of the Service(s) that Customer wishes to disconnect;
- (2) the Customer's account number;
- (3) affected circuit ID's;
- (4) affected telephone numbers; and,
- (5) the Customer contact information (i.e., name, address, telephone number, fax number, and email address).

If requested by Company, the customer must be able to provide confirmation that one of the above methods was used in providing a disconnection/cancellation notice to the Company.

All notices of disconnect must be received by THE CONTACT NETWORK, INC. thirty (30) days prior to the discontinuance becoming effective.

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SECTION 2 - REGULATIONS (continued)

2.10 Concurrences

The Company concurs with BellSouth's Alabama General Subscriber Services Tariff as follows:

- 2.10.1 Rules, regulations, rates and charges for Area Calling Service (Section A3.2.9).
- 2.10.2 No conditions or exceptions to this concurrence apply at this time.
- 2.10.3 This concurrence shall become effective July 1, 1997 and any successive issues of BellSouth's Alabama General Subscriber Services Tariff shall apply and be limited to the rules, regulations, rates and charges regarding Area Calling Service (Section A3.2.9), as approved by the Alabama Public Service Commission, until this concurrence is revoked or canceled. In addition, the Company, hereby expressly reserves the right to cancel this statement of concurrence at the time when it appears that such cancellation is in the best interest of the Company, subject to the jurisdiction of the Alabama PSC.

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SECTION 2 - REGULATIONS (continued)

2.11 Validation of Credit

The Company 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 that 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 2.5.5 of this tariff.
- (d) The applicant makes a cash deposit to secure payment of bills for service prescribed in section 2.5.5 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 2.5.5; 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 - REGULATIONS (continued)

2.12 Account Detail Fee

All business customers will be charged a monthly Account Detail Fee of \$5.95. The purpose of the Account Detail Fee is to recover costs associated with providing a paper invoice consisting of call detail for business customers on a monthly basis. The Account Detail 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.

All business customers shall continue to receive a paper summary bill page and a remittance slip free of charge. If a customer has both Local and Long Distance service with the Company, the monthly recurring fee, if not waived, will only apply once. Once a year, as required by the Commission rules, the customer, upon request, shall receive full call detail free of charge.

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SECTION 2 - REGULATIONS (continued)

2.13 Waiver of Discontinuance Charge

To qualify for a waiver of the Discontinuance Charge, the Customer must request and specify, prior to service installation, under which of the following circumstances the waiver would be sought:

1. When a customer, whether single or multi-location, closes its entire business and all business locations and cancels service;
2. When a customer files for insolvency and liquidation and cancels service. If a customer maintains Company's service under other versions, such as Chapter 11 reorganization or Chapter 13, the customer will not qualify for this waiver;
3. When a customer with multiple locations closes a location due to economic conditions;
4. When a customer with multiple locations closes a location due to a physical move and the Company is unable to provide 100% of the service at the new location as was utilized at the original location;
5. When the customer is being acquired and ownership is changing. In this instance, the original customer will receive a waiver of Discontinuance Charges except in the event the agreement for service is assigned to customer's acquirer or new ownership.

The Customer must notify the Company in writing a minimum of 60 days in advance of disconnection or termination of service under any of the above conditions. This waiver is not applicable to, and Customer will continue to be responsible for, any previously waived installation charges.

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SECTION 2 - REGULATIONS (continued)

2.14 Reselling of Service

If Customer intends to resell or rebill the Company's services, Customer must certify that it has all necessary state, federal, legal and regulatory authority to resell or rebill any telecommunication services to its tenants or customers. In no event will the Company directly bill any tenant or other customer of Customer. If Customer is found to be in violation of any federal, state or local law or regulation for reselling or rebilling telecommunications services, Customer shall indemnify the Company for any related claims by any third party against the Company, including attorneys' fees and costs. All such indemnity obligations of Customer shall survive termination or expiration of the Agreement.

Service may not be resold without the prior written consent of the Company.

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LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS

3.1 Service Elements

3.1.1 Timing of Local Exchange Calls

Unless otherwise indicated, all calls are timed in six-second increments and all calls, which are fractions of a minute, are rounded up to next sixsecond increment.

For station-to-station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person-to-person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed alternate.

Call timing ends when the calling station "hangs up", and thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

3.1.2 Time Periods Defined

Peak: 8:00 a.m. to, but not including 5:00 p.m. - Monday through Friday

Off-Peak: 5:00 p.m. to, but not including 8:00 a.m. - Monday through Friday, all day Saturday and Sunday, and all Holidays.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.1 Service Elements (continued)

3.1.2 Time Periods Defined (Continued)

Holidays include Christmas Day, New Year's Day, Thanksgiving Day, Independence Day, and Labor Day.

All times refer to local time.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.2 Local Exchange Service

3.2.1 The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enable the Customer to:

Place or receive calls to any calling Station in the local calling area,
as defined herein:

Access basic 911 Emergency Service

Access the interexchange carrier selected by the Customer for interLATA,
intraLATA, interstate or international calling

Access Operator Services

Access Directory Assistance for the local calling area

Place or receive calls to 800 telephone numbers

Access Telecommunications Relay Service

Where the Company's service is used to originate calls to other telephone companies' Caller-paid information services (e.g. 900, 976) the Company will follow all rules of The Alabama Public Service Commission with regard to these services. The Contact Network, Inc. does not provide billing and collection for caller paid information services.

3.2.2 Local Line: Local Line provides the Customer with a single, voice-grade Communications channel. Each Local Line will include a telephone number.

3.2.2.2 Standard Features: Each Local Line Customer is provided with the following standard features:

Touch Tone

Direct Inward Dialing

Direct Outward Dialing

LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.3 Extended and Expanded Area Calling Services

Extended and Expanded Area Calling Service allows the Customer to make calls to specific NXX codes within designated exchanges outside the Customer's Local Calling area without paying intraLATA toll rates. The customer is billed per call according to the duration of the call. The Company will mirror all existing extended and expanded calling areas the ILEC currently has in place for facilities based or resold services.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.4 InTouch Centrix Service

This service provides functions and features comparable to those provided by a PBX. InTouch provides arrangement of network access registers and station lines for intercommunicating among system station lines, connecting through the local and long distance message network to other subscribers on a dial basis and provides capabilities/features of a PBX including direct inward dialing, voicemail, auto attendants applicable standard features and optional advanced features.

LOCAL EXCHANGE SERVICE

SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.5 Private Branch Exchange (PBX) Service

The Company's PBX Service uses PBX Trunks to connect a customer PBX system or other similar equipment to the Central Office. Standard configurations include Local CO Trunks, Direct Inward Dialing (DID), Direct Outward Dialing (DOD) and Combination Trunks. This service provides Customers with unlimited local calling, rotary/hunting service and Carrier Access. The company treats these trunks similar to individual exchange lines and supports multi-line hunting over a group of trunks. Service is billed based on monthly usage, together with monthly recurring charges. Special rates are offered to customers who purchase this service in conjunction with the Company's long distance products. Installation charges also apply.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

Section 3.6 – Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Notice will be provided pursuant to Commission Rules and Regulations.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.7 Directory Assistance Services

3.7.1 Directory Assistance

A Customer may obtain Directory Assistance in determining telephone numbers within its local calling area by calling the Directory Assistance operator.

(A) Each call to Directory Assistance will be charged as follows:

Per Call: See Rate Schedule in Section 4.

The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

(B) A credit will be given for calls to Directory Assistance as follows:

- The Customer experiences poor transmission or is cut-off during the call; or
- The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 24 hours of occurrence.

(C) Directory Assistance charges are not applicable to customers who have applied for and received Company certification as having a hearing, speech, or physical impairment that restricts their ability to use a printed directory. Applications for the Directory Assistance Disability Exemption must be accompanied by confirmation of the disability in writing on official letterhead of the physician, clinic, or group/agency verifying the disability.

This exemption is applicable exclusively to calls made by the disabled individual from their line, or in the case of a business employing disabled person(s), from the line assigned to that disabled individual(s). Usage will be monitored by the Company and is subject to review and investigation. Certification will be verified periodically. Confirmed, inappropriate use of the exemption could result in its removal

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.7 Directory Assistance Services, (Cont'd.)

3.7.2 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 - SERVICE DESCRIPTIONS (continued)

3.8 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

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

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

Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.

Person to Person: Calls completed with the assistance of any operator to a particular Station and specified by the Caller. The call may be billed to the called party.

Station to Station: Calls complete with assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 Telephone numbers, but does not request the operator to complete a call.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.8 Operator Assistance (continued)

- 3.8.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.
- 3.8.2 Busy Line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.
- 3.8.3 Rates: Rates for Busy Line Verification and Interrupt Service will apply under the following circumstances:
 - 3.8.3.1 The operator verifies the line is busy with a call in progress.
 - 3.8.3.2 The operator verifies the line is available for incoming calls.
 - 3.8.3.3 The operator verifies the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption. Charges are set forth in Section 4.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.9 Directory Listings

The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant local exchange carrier provided on the Customer's exchange area of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station Numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.

3.9.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. Where more than one line is required to properly list the Customer, no additional charge is made.

3.9.2 The Company may refuse a listing which contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing that is found to be in violation of its rules with respect thereto.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.9 Directory Listings (continued)

- 3.9.3 Each listing must be designated Government or Business to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identify of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules and respect thereto.
- 3.9.4 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- 3.9.5 Directory listings are provided in connection with each Customer service as specified herein.
- 3.9.5.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.
- 3.9.5.2 Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for Additional listings are specified in Section 4.
- 3.9.5.3 Non-published Listings: Listings that are not printed in directories nor available from Directory Assistance.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.9 Directory Listings (continued)

3.9.5.3 Non-Published Listings (continued)

A Non-published Telephone Service will be furnished, at the Customer's request, providing for the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Non-published listings are specified in Section 4.

3.9.5.4 Non-listed Numbers: A Non-listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for Non-listed Numbers are specified in Section 4.

3.9.5.5 Foreign Listings: Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

3.9.5.6 Alternate Call Listings: Where available, a listing that references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.9 Directory Listings (continued)

- 3.9.5.7 Reference Listings: A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone. Charges for reference listings are specified in Section 4.
- 3.9.5.8 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are set forth in Section 4.
- 3.10 Emergency Services: Both Basic and Enhanced 911 (E911) allow Customers to reach appropriate emergency services including police, fire and medical services. Subject to availability, Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for the display at the Public Service Answering Point (PSAP).
- 3.11 Presubscriptions - 2 (PIC-2): PIC-2 allows Customers to presubscribe to their carrier of choice for intraLATA calls, without dialing the Access Code. The rates specified in Section 7 will apply each time the Customer requests a change to their intraLATA PIC, subsequent to the initial designation. The Company reserves the right to waive a PIC charge. InterLATA Presubscription is available pursuant to THE CONTACT NETWORK, INC.'s FCC Tariff No. 1.
- 3.12 Vanity Telephone Numbers: Service currently not available. At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.13 Telecommunications Relay Service (TRS): Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider(s) to complete such calls.

3.14 Individual Case Basis (ICB) Arrangements: Competitive pricing arrangements at negotiated rates may be furnished on an individual case basis (ICB) in response to request 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 prices in other sections of this tariff. Specialized rates or charges will be made available to similarly situated Customers on a non-discriminatory basis.

3.15 Customized Code Restrictions (CCR)

3.15.1 General Regulations

(a) Customized Code Restriction is a service that enables customers to restrict certain types of outgoing calls from being placed over their exchange lines/trunks. This capability is provided only by means of recorded announcement restriction. It is offered with options containing various sets of codes to be restricted and is available to basic exchange customers with Individual Line Residence or Business Service or PBX Trunks, in either flat, message or measured rate services.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.15 Customized Code Restrictions (CCR) (continued)

3.15.1 General Regulations (continued)

- (b) Customers may subscribe to whichever option meets their needs, but only one option may be provided on a line/trunk or group of lines/trunks.
- (c) CCR is furnished only from central offices equipped to provide this service and where facilities permit.
- (d) When CCR is provided from central offices other than the customer's normal serving central office, Foreign Central Office or Foreign Exchange charges, whichever is appropriate, will apply to all lines/trunks equipped with this service.
- (e) CCR does not provide restriction of non-chargeable calls to Company numbers, such as Customer Service, Public Emergency Service numbers (911), or 1-800 calling.
- (f) Subscribing to CCR does not relieve customers of responsibility for calls charged to their numbers.
- (g) Customers who subscribe to CCR options which restrict operator access are required to place Company-provided stickers on each restricted telephone indicating the operator cannot be reached. In addition, it is the responsibility of the customer to notify all users of their service that an operator cannot be reached.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.15 Customized Code Restrictions (CCR) (continued)

3.15.1 General Regulations (continued)

- (h) The Company shall not be liable to any person for damages of any nature or kind arising out of, or resulting from, or in connection with the provision of this service, including without limitation, the inability of station users to access the operator for any purpose, or any other restricted codes specified for the options listed in 3.15.2 following.

3.15.2 Customized Code Restriction Options

The codes shown below are not all inclusive. Codes may be changed and new or different codes may be added as deemed appropriate by the Company. Rates for CCR Options 1-6 are listed in Section 4.

Option	Codes Blocked
1	1+, 0+, 0-, 00-, 01+, 011+, 411, 976, 900, N11
2	0-, 0+, 00-, 01+, 976
3	1+, 0+, 0-, 00+, 01+, 001+, 900
4	900, 976
5	976
6	900, 976, N11
X	900, 976, International Call Blocking
Y	900, 976, International Call Blocking N11
14	900, 976, 411

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.16 Dual Service

Dual service is a service offering which supplies the same dial tone concurrently to two different addresses served from the same wire center for a limited period of time for nondesignated services only. The provision of Dual Service assures the customer continual service at both locations during the time of a move.

Dual Service will be offered subject to the availability of facilities and technical limitations.

Dual Service will be limited to a maximum service period of thirty (30) days.

Billing for Dual Service includes the nonrecurring charge plus the applicable portion of the monthly rate on both lines during the period of service overlap, regardless of the duration of that overlap.

Customers who enter into a term agreement may incur a Disconnect Charge, as described in Section 2, for early termination of an Initial Term or Renewal Term.

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SECTION 3 - SERVICE DESCRIPTIONS (continued)

3.17 Maintenance Coverage for Customer Premise Equipment Bundled with Local Telecommunications Services

Customer Premise Equipment Maintenance Coverage provides next business day CPE parts replacement, protection from Acts of God occurrences, service software upgrades and routine preventive maintenance service. This coverage provides the customer with assurance that the Company will keep the CPE in good working order and will make all necessary repairs and parts replacement without additional charge during weekday hours (8:00 a.m. to 5:00 p.m., customer local time) providing such repairs were not necessitated by customer negligence, misuse, abuse, equipment alteration, relocation, or software change by anyone other than Company personnel. The Company will also make all necessary repairs and parts replacement without a charge for damage caused by lightning, power surge, fire, wind, flood, and earthquake when such event is the result of an Act of God. Damage caused by power surge, fire, and flood which is not the result of an Act of God is specifically excluded from coverage occurrences. Customer is responsible for the security of the CPE and remains liable in cases of theft or loss of equipment.

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES

4.1 Business Rate Schedules

4.1.1 Basic Business Lines

	Monthly Recurring
4.1.1.1 Basic Business Line	\$40.00
4.1.1.2 Inward Only Business Line	\$40.00
4.1.1.3 Basic Business Trunk	\$40.00
4.1.1.4 DID Inward Trunk	\$40.00
4.1.1.4.1 DID – per Block of 20 DID numbers	\$ 5.00
4.1.1.5 Remote Call Forwarding Line, per line	\$16.00

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedules (continued)

4.1.2 InTouch Centrix Service

	Monthly	Non-Recurring
InTouch Network Access Register	\$40.00	\$50.00
InTouch Basic Station Link	\$25.00	N/A
InTouch Standard Features Package	\$10.00	N/A
InTouch VoiceMail	\$15.00	N/A
InTouch Expanded Calling Area	\$100.00	N/A
InTouch Service Plan (Maintenance)	\$15.00	N/A
InTouch Auto Attendant Service Plan	\$150.00	\$250.00

4.1.3 RESERVED FOR FUTURE USE

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1.4 Non-Recurring Charges:

	First Occurrence	Each Additional Occurrence
Secondary Service Charge	\$ 23.00	N/A
Line Connection Charge	\$ 69.00	\$12.00
Line/Account/Feature Charge	\$ 48.00	\$11.00
PICC Charge	\$ 4.31	\$ 4.31
Line Restored Charge	\$ 95.00	\$95.00
Suspension of Service Restoral Charge	\$ 95.00	\$95.00
Digital Extended Wiring	\$200.00	N/A
Analog Extended Wiring	\$125.00	N/A

4.1.4.1 Service Calls (per visit/per hour/1 hour minimum)

Bundled or Unbundled: \$95.00/hour

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedules (continued)

4.1.5 Optional Features:

RATE PER LINE

Call Block	\$5.50
Call Forwarding-Busy Line	\$5.00
Call Forwarding-Busy Line (Customer Controlled)	\$8.00
Call Forwarding-Don't Answer	\$5.00
Call Forwarding-Don't Answer (Ring Control)	\$5.00
Call Forwarding-Don't Answer (Customer Controlled)	\$8.00
Call Forwarding-Multipath	\$3.25
Call Forwarding-Busy Multipath	\$5.00
Call Forwarding-Don't Answer Multipath	\$5.00
Call Forwarding-Variable	\$5.50
Call Forwarding-Variable (Remote Access)	\$10.00
Call Forwarding-Variable (Multipath)	\$5.00
Call Forwarding-(Preferred)	\$6.00
Call Return	\$6.50
Voicemail (Resale)	\$15.00
InTouch Voicemail	\$15.00
Call Selector	\$5.50
Call Tracing	\$7.00
Call Waiting	\$7.00
Call Waiting Prestige	\$6.25
Custom Call Transfer	\$7.00
Caller ID Basic	\$5.00
Caller ID Deluxe	\$9.00
Caller ID Enhanced with ACR	\$20.00

Non-recurring charge for optional features: \$1.00 per use

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedules (continued)

4.1.5 Optional Features:	RATE PER LINE
Hunting *	\$10.00
Call Pickup	\$ 5.00
Message Waiting	\$ 0.75
Repeat Dialing	\$ 6.00
SmartRing	\$15.00
Star 98 Access	\$ 2.00
Speed Calling - 6 Code	\$ 4.95
Speed Calling - 8 Code	\$ 5.00
Speed Calling-30 Code	\$ 6.50

* The monthly recurring charge for this feature shall be discounted when Customer provides documentation to Company that Customer has been presented with a bona fide tariff offering, by a competing carrier capable of serving Customer, that discounts the monthly charge for this feature.

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedules (continued)

4.1.5 Optional Features:	RATE PER LINE
Three-Way Calling	\$ 6.00
Three-Way Conference	\$ 7.00
Block Call Return Activation	N/C
Block Repeat Dialing Activation	N/C
Block Name/Number Delivery per Activation	\$0.00
Block Name/Number Delivery	\$2.00
Block Three Way Call Activation	\$0.00
Custom Code Restriction 1	\$5.00
Custom Code Restriction 2	\$5.00
Custom Code Restriction 3	\$5.00
Custom Code Restriction 4	N/C
Custom Code Restriction 5	N/C
Custom Code Restriction 6	N/C
Custom Code Restriction X	\$0.00
Custom Code Restriction Y	\$0.00
Custom Code Restriction 14	\$5.50
Virtual Call Forwarding Number	\$5.00
Virtual Mailbox Number	\$15.00

Non-recurring charge for optional features: \$1.00 per use

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedule (continued)

4.1.6 Operator Services

First minute and additional minute rates for Operator Services are contained in the following rate table:

Mileage	Initial Minute	Additional Minute
1-10	.11	.09
11-16	.18	.15
17-22	.21	.18
23-30	.21	.18
31-40	.22	.19
41-55	.22	.19
56-70	.22	.19
71-85	.23	.19
86-100	.23	.19
101-124	.23	.19
125-148	.23	.19
149-196	.23	.19
197 +	.23	.19

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedule (continued)

4.1.7 Surcharges:	RATE
Directory Assistance	\$1.20
Directory Assistance Call Completion	
Per Call Completion Rate	\$1.00
Usage Charges	
The per minute rate shall be the per minute rate of the 1+ plan that the Customer is subscribed to or enrolled in at the time of the call.	
Operator Assistance Billing Surcharges:	
1. Station-to-Station	
Dial Calling Card	\$0.80
Operator	\$2.25
2. Person-to-Person	
Each	\$4.90
3. Operator Dialed Surcharge ¹	
(Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number.)	\$0.60
4. Partially Automated Surcharge ²	
(Station-to-station operator assisted calls where the customer dials the terminating number.)	\$0.25
Collect Calling	\$4.90
General Assistance	\$0.60
Busy Line Verification	\$2.50
Busy Line Interrupt	\$5.00

Note 1: An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge

Note 2: A Partially Automated Surcharge is in addition to any applicable Billing Surcharge.

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.1 Business Rate Schedule (continued)

4.1.7.1 Directory Listings:

	RATE
Recurring Charges	
Additional Listing (per listing)	\$2.00
Alternate Call Listing	\$2.00
Cross Reference Listing	\$2.00
Foreign Listing	\$2.00
Foreign Cross Reference Listing	\$2.00
Foreign Alternate Listing	\$2.00
Foreign Listing Special Text	\$2.00
800 Listing	\$2.00
911 Listing	N/C
Listing for Paging, Cellular, Wireless Carrier	\$0.00
Special Text/Additional Listing	\$2.00
Listing of Title in Excess of One	\$2.00
Answering Service Listing	\$2.00
Non-Published	\$4.00
Non-Listed	\$2.00

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule

4.2.1	Monthly Recurring Charge for Residential Service:	\$30.00
4.2.1.2	Dual Service Charge per line or Trunk	\$30.00

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LOCAL EXCHANGE SERVICE

SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.3 Non-Recurring Charges:

	First Occurrence	Each Additional Occurrence
Secondary Service Charge	\$25.00	N/A
Line Connection Charge	\$69.00	\$12.00
Line/Account/Feature Charge	\$48.00	\$11.00
PICC Charge	\$ 1.50	\$ 1.50
Line Restored Charge	\$95.00	\$95.00
Suspension of Service Restoral Charge	\$95.00	\$95.00

4.2.3.1 Service Call (per visit/perhour/1 hour minimum)

Service Call Fee: \$95.00/hour

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SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.4 Optional Features:

RATE PER LINE

Call Block	\$5.50
Call Forwarding-Busy Line	\$5.00
Call Forwarding-Busy Line (Customer Controlled)	\$8.00
Call Forwarding-Don't Answer	\$5.00
Call Forwarding-Don't Answer (Ring Control)	\$5.00
Call Forwarding-Don't Answer (Customer Controlled)	\$8.00
Call Forwarding-Multipath	\$3.25
Call Forwarding-Busy Multipath	\$5.00
Call Forwarding-Don't Answer Multipath	\$5.00
Call Forwarding-Variable	\$5.50
Call Forwarding-Variable (Remote Access)	\$10.00
Call Forwarding-Variable (Multipath)	\$5.00
Call Forwarding-(Preferred)	\$6.00
Call Return	\$6.50
Voicemail (Resale)	\$15.00
InTouch Voicemail	\$15.00
Call Selector	\$5.50
Call Tracing	\$7.00
Call Waiting	\$7.00
Call Waiting Prestige	\$6.25
Custom Call Transfer	\$7.00
Caller ID Basic	\$5.00
Caller ID Deluxe	\$9.00
Caller ID Enhanced with ACR	\$20.00

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SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.4 Optional Features:	RATE PER LINE
Message Waiting	\$ 0.75
Repeat Dialing	\$ 6.00
SmartRing	\$15.00
Star 98 Access	\$ 2.00
Speed Calling - 6 Code	\$ 4.95
Speed Calling - 8 Code	\$ 5.00
Speed Calling-30 Code	\$ 6.50
Three-Way Calling	\$ 6.00
Three-Way Conference	\$ 7.00
Block Call Return Activation	N/C
Block Repeat Dialing Activation	N/C
Block Name/Number Delivery per Activation	\$0.00
Block Name/Number Delivery	\$2.00
Block Three Way Call Activation	\$0.00
Custom Code Restriction 1	\$5.00
Custom Code Restriction 2	\$5.00
Custom Code Restriction 3	\$5.00
Custom Code Restriction 4	N/C
Custom Code Restriction 5	N/C
Custom Code Restriction 6	N/C
Custom Code Restriction X	\$0.00
Custom Code Restriction Y	\$0.00
Custom Code Restriction 14	\$5.50
Virtual Call Forwarding Number	\$5.00
Virtual Mailbox Number	\$15.00

Non-recurring charge for optional features: \$1.00 per use

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SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.5 Operator Services

First minute and additional minute rates for Operator Services are contained in the following rate table:

Mileage	Initial Minute	Additional Minute
1-10	.11	.09
11-16	.18	.15
17-22	.21	.18
23-30	.21	.18
31-40	.22	.19
41-55	.22	.19
56-70	.22	.19
71-85	.23	.19
86-100	.23	.19
101-124	.23	.19
125-148	.23	.19
149-196	.23	.19
197 +	.23	.19

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SECTION 4 - RATES (continued)

4.2.6 Surcharges:

	RATE
Directory Assistance	\$1.20
Directory Assistance Call Completion	
Per Call Completion Rate	\$1.00
Usage Charges	
The per minute rate shall be the per minute rate of the 1+ plan that the Customer is subscribed to or enrolled in a the time of the call.	
Operator Assistance Billing Surcharges:	
1. Station-to-Station	
Dial Calling Card	\$0.80
Operator	\$2.25
2. Person-to-Person	
Each	\$4.90
3. Operator Dialed Surcharge ¹	
(Station-to-station operator assisted or person-to-person operator assisted calls (excluding those billed to calling cards) where the operator dials the terminating number.)	\$0.60
4. Partially Automated Surcharge ²	
(Station-to-station operator assisted calls where the customer dials the terminating number.)	\$0.25
Collect Calling	\$4.90
General Assistance	\$0.60
Busy Line Verification	\$2.50
Busy Line Interrupt	\$5.00

Note 1: An Operator Dialed Surcharge is in addition to any applicable Billing Surcharge

Note 2: A Partially Automated Surcharge is in addition to any applicable Billing Surcharge.

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SECTION 4 - RATES (continued)

4.2 Residential Rate Schedule (continued)

4.2.7 Directory Listings

	RATE
Recurring Charges	
Additional Listing (per listing)	\$2.00
Alternate Call Listing	\$2.00
Cross Reference Listing	\$2.00
Foreign Listing	\$2.00
Foreign Cross Reference Listing	\$2.00
Designer Listing	
Designer Bold	\$3.00
Designer Bold Plus	\$4.00
Designer Script	\$3.00
Designer Script Plus	\$4.00
Designer Line (Standard)	\$4.00
Designer Line Bold	\$5.00
Designer Line Script	\$5.00
All Upper Case	N/C
Non-Published Listing	\$4.00
Non-Listed Listing	\$2.00
800 Number Listing	\$2.00
911	N/C
Listing for Paging, Cellular, Wireless Carrier	\$0.00
Listing of Title in Excess of One	\$2.00
Answering Service Listing	\$2.00
Non-Published w/ Special Conditions	N/C
Non-Listed w/ Special Conditions	N/C

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SECTION 4 - RATES (continued)

4.3 Tax Surcharges:

(to be determined)

4.4 Area Calling Service

Rates for Area Calling Service are set forth in Section A3.2.9 of BellSouth's tariff.

4.5 Employee Discount Program

Current THE CONTACT NETWORK, INC. employees are eligible to receive discounted residential local exchange access service subject to credit approval. In the event the employee terminates employment or is dismissed, the former employee is no longer eligible for this program.

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SECTION 4 - RATES (continued)

4.6 Associations Program

Eligible customers will receive an additional discount off local, long distance, and Internet service, excluding taxes, non-recurring charges, operator assistance, directory assistance, regulatory line charges and/or surcharges.

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