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October 7, 2009 Via Overnight

PUCO

Ms. Renee Jenkins, Commission Secretary Docketing Division Public Utilities Commission of Ohio 180 East Broad Street, 13th Floor Columbus, Ohio 43215

90-9227-TRE

RE:

ACN Communication Services, Inc.

Revision to Ohio Tariff No. 4 (Local Exchange)

Dear Ms. Jenkins:

Enclosed are the original and ten (10) copies of a revision to P.U.C.O. Tariff No. 4 (Local Exchange) filed on behalf of ACN Communication Services, Inc. This filing of Tier II service revisions introduces ACN Advantage Home – Standard and Value Options VI, ACN Advantage Plus - Standard and Value Options VI and ACN Advantage Unlimited VI and adds rates for new calling feature subscriptions. The Company respectfully requests an effective date of November 19, 2009.

The following tariff pages are included with this filing:

Preface, 3<sup>rd</sup> Revised Page 2
Preface, 2<sup>nd</sup> Revised Page 3
Section 5, Original Page 11.1
Section 5, Original Page 11.2
Section 5, Original Page 11.3
Section 6, 1<sup>rd</sup> Revised Page 4
Section 6, Original Page 4.1
Updates Check Sheet
Adds Advantage Home - Standard & Value Options VI
Adds Advantage Unlimited VI
Moves Text, Section Heading Change
Adds Feature Rates for New Subscription Orders, Moves Text

Please acknowledge receipt of this filing by date stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for this purpose. Any questions you may have regarding this filing may be directed to me at (407) 740-3005 or via email at <a href="mailto:mbyrnes@tminc.com">mbyrnes@tminc.com</a>.

Sincerely,

Monique Byrnes/Consultant to

ACN Communication Services, Inc.

MB/sp Enclosures

Enclosures

cc: R. Glassman - ACN file: ACN - OH Local

tms: OHf0903

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.

Technician Date Processed 0800

# The Public Utilities Commission of Ohio TELECOMMUNICATIONS APPLICATION FORM for ROUTINE PROCEEDINGS

Ission of Unic IRM for ROUTINE PROCEEDINGS 2008)

TRF Docket No. 90-9127-79-78F

Case No. 09 - 919 - TP - TRF A A Contract, Indian a Contract, I (Effective: 01/18/2008) In the Matter of the Application of ACN Communication Services, Inc. for a Tariff Revision Name of Registrant(s) ACN Communication Services, Inc. DBA(s) of Registrant(s) N/A Address of Registrant(s) 1000 Progress Place NE, Concord, North Carolina 28025 Company Web Address www.acninc.com Regulatory Contact Person(s) Monique Byrnes, Consultant Phone 407-740-3005 Fax 407-740-0613

Regulatory Contact Person's Email Address mbyrnes@tminc.com

Contact Person for Annual Report Monique Byrnes, Consultant Phone 407-740-3005

Address (if different from above) Technologies Management, Inc. 2600 Maitland Center Pkwy., Suite 300, Maitland, FL 32751 Consumer Contact Information Tracy Wiewel Phone 704-370-5528

Address (if different from above) 1000 Progress Place NE, Concord, North Carolina 28025

Motion for protective order included with filing? \(\sumsymbol{\text{Y}}\) Yes \(\simma\) No

Motion for waiver(s) filed affecting this case? Yes No [Note: Waivers may toll any automatic timeframe.]

## Section I - Pursuant to Chapter 4901:11-6 OAC - Part I - Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below. CMRS providers: Please see the bottom of Section II.

NOTES: (1) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(2) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

Carrier Type  Other (explain below)	☐ ILEC		☐ CTS	AOS/IOS
Tier 1 Regulatory Treatment				
Change Rates within approved Range	TRF <u>1-6-04(B)</u> (0 day Notice)	TRF <u>1-6-04(B)</u> (0 day Notice)		
New Service, expanded local calling area, correction of textual error	ZTA <u>1-6-04(B)</u> (0 day Notice)	ZTA <u>1-6-04(B)</u> (0 day Notice)		
Change Terms and Conditions, Introduce non-recurring service charges	ATA <u>1-6-04(B)</u> (Auto 30 days)	☐ ATA <u>1-6-04(B)</u> (Auto 30 days)		
Introduce or Increase Late Payment or Returned Check Charge	ATA <u>1-6-04(B)</u> (Auto 30 days)	ATA <u>1-6-04(B)</u> (Auto 30 days)		
Business Contract	☐ CTR <u>1-6-17</u> (0 day Notice)	CTR <u>1-6-17</u> (0 day Notice)		
Withdrawal	☐ ATW <u>1-6-12(A)</u> (Non-Auto)	☐ ATW <u>1-6-12(A)</u> (Auto 30 days)		
Raise the Ceiling of a Rate	Not Applicable	SLF <u>1-6-04(B)</u> (Auto 30 days)		Santa Crivia
Tier 2 Regulatory Treatment				
Residential - Introduce non-recurring service charges	☐ TRF <u>1-6-05(E)</u> (0 day Notice)	TRF <u>1-6-05(E)</u> (0 day Notice)		
Residential - Introduce New Tariffed Tier 2 Service(s)	☐ TRF <u>1-6-05(C)</u> (0 day Notice)		☐ TRF <u>1-6-05(C)</u> (0 day Notice)	
Residential - Change Rates, Terms and Conditions, Promotions, or Withdrawal	☐ TRF <u>1-6-05(E)</u> (0 day Notice)	☐ TRF <u>1-6-05(E)</u> (0 day Notice)	☐ TRF <u>1-6-05(E)</u> (0 day Notice)	
Residential - Tier 2 Service Contracts	CTR <u>1-6-17</u> (0 day Notice)	CTR <u>1-6-17</u> (0 day Notice)	CTR <u>1-6-17</u> (0 day Notice)	
Commercial (Business) Contracts	Not Filed	Not Filed	Not Filed	
Business Services (see "Other" below)	Detariffed	Detariffed	Detariffed	
Residential & Business Toll Services (see "Other" below)	Detariffed	Detariffed	Detariffed	

#### Section I - Part II - Certificate Status and Procedural

· · · · · · · · · · · · · · · · · · ·				WERE TO SELECT THE SECOND SECO
Certificate Status	ILEC	CLEC	CTS	AOS/IOS
Certification (See Supplemental ACE form)		☐ ACE <u>1-6-10</u> (Auto 30 days)	ACE <u>1-6-10</u> (Auto 30 days)	ACE <u>1-6-10</u> (Auto 30 days)
Add Exchanges to Certificate	☐ ATA <u>1-6-09(C)</u> (Auto 30 days)	AAC <u>1-6-10(F)</u> (0 day Notice)	CLECs must attach a c Exchange Listing Form	
Abandon all Services - With Customers	ABN <u>1-6-11(A)</u> (Non-Auto)	ABN <u>1-6-11(A)</u> (Auto 90 day)	ABN <u>1-6-11(B)</u> (Auto 14 day)	☐ ABN <u>1-6-11(B)</u> (Auto 14 day)
Abandon all Services - Without Customers		☐ ABN <u>1-6-11(A)</u> (Auto 30 days)	☐ ABN <u>1-6-11(B)</u> (Auto 14 day)	☐ ABN <u>1-6-11(B)</u> (Auto 14 day)
Change of Official Name (See below)	ACN <u>1-6-14(B)</u> (Auto 30 days)	ACN <u>1-6-14(B)</u> (Auto 30 days)	CIO <u>1-6-14(A)</u> (0 day Notice)	☐ CIO <u>1-6-14(A)</u> (0 day Notice)
Change in Ownership (See below)	ACO <u>1-6-14(B)</u> (Auto 30 days)	☐ ACO <u>1-6-14(B)</u> (Auto 30 days)	CIO <u>1-6-14(A)</u> (0 day Notice)	CIO <u>1-8-14(A)</u> (0 day Notice) (
Merger (See below)	AMT <u>1-6-14(B)</u> (Auto 30 days)	AMT <u>1-6-14(B)</u> (Auto 30 days)	CIO <u>1-6-14(A)</u> (0 day Notice)	☐ CIO <u>1-6-14(A)</u> (0 day Notice)
Transfer a Certificate (See below)	ATC <u>1-6-14(B)</u> (Auto 30 days)	☐ ATC <u>1-6-14(B)</u> (Auto 30 days)	CIO <u>1-6-14(A)</u> (0 day Notice)	☐ CIO <u>1-6-14(A)</u> (0 day Notice)
Transaction for transfer or lease of property, plant or business (See below)	ATR <u>1-6-14(B)</u> (Auto 30 days)	ATR <u>1-6-14(8)</u> (Auto 30 days)	CIO <u>1-6-14(A)</u> (0 day Notice)	CIO <u>1-6-14(A)</u> (0 day Notice)
Procedural				
Designation of Process Agent(s)	TRF (0 day Notice)	☐ TRF (0 day Notice)	TRF (0 day Notice)	TRF (0 day Notice)
			· · · · · · · <del>- · · · · · · · · · · · ·</del>	

### Section II - Carrier to Carrier (Pursuant to 4901:1-7), CMRS and Other

Carrier to Carrier	ILEC	CLEC	
Interconnection agreement, or amendment to an approved agreement	☐ NAG <u>1-7-07</u> (Auto 90 day)	NAG <u>1-7-07</u> (Auto 90 day)	
Request for Arbitration	☐ ARB <u>1-7-09</u> (Non-Auto)	☐ ARB <u>1-7-09</u> (Non-Auto)	
Introduce or change c-t-c service tariffs,	☐ ATA <u>1-7-14</u> (Auto 30 day)	☐ ATA <u>1-7-14</u> (Auto 30 day)	
Introduce or change access service pursuant to 07-464-TP-COI	☐ ATA (Auto 30 day)	_	
Request rural carrier exemption, rural carrier supension or modifiction	UNC <u>1-7-04</u> or (Non-Auto) <u>1-7-05</u>	UNC <u>1-7-04</u> or (Non-Auto) 1-7-05	
Pole attachment changes in terms and conditions and price changes.	UNC 1-7-23(B) (Non-Auto)	UNC <u>1-7-05</u> (Non-Auto)	
<b>CMRS Providers</b> See <u>4901:1-6-15</u>	RCC [Registration & Change in (0 day)	n Operations]	NAG [Interconnection Agreement or Amendment] (Auto 90 days)
Other* (explain)			

\*NOTE: During the interim period between the effective date of the rules and an Applicant's Detariffing Filing, changes to existing business Tier 2 and all toll services, including the addition of new business Tier 2 and all new toll services, will be processed as 0-day TRF filings, and briefly described in the "Other" section above.

All Section I and II applications that result in a change to one or more tariff pages require, at a minimum, the following exhibits. Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-14 Filing Requirements on the

Commission's Web Page for a complete list of exhibits.

Exhibit	Description:
Α	The tariff pages subject to the proposed change(s) as they exist before the change(s)
В	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
С	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

#### **AFFIDAVIT**

#### Compliance with Commission Rules and Service Standards

I am an officer/agent of the applicant corporation, <u>ACN Communication Services, Inc.</u>, and am authorized to make this statement on its behalf.
(Name)

1 attest that these tariffs comply with all applicable rules, including the Minimum Telephone Service Standards (MTSS) Pursuant to Chapter 4901:1-5 OAC for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, including the Minimum Telephone Service Standards, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) October 7, 2009     This affidavit is required for every tapplicant.	ar (Location) Maitland, FL 32751  Monique Byrnes, Consultant to ACN Communication Service ariff-affecting filing. It may be signed by counsel or an officer	
	VERIFICATION	

I, Monique Byrnes, Consultant to ACN Communication Services, Inc. verify that I have utilized the Telecommunications Application Form for Routine Proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true

and correct to the best of my knowledge.

Monique Byrnes, Consultant to ACN Communication Services, Inc.

(Date) October 7, 2009

\*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

Public Utilities Commission of Ohio Attention: Docketing Division 180 East Broad Street, Columbus, OH 43215-3793

Oi

Make such filing electronically as directed in Case No 06-900-AU-WVR

# EXHIBIT A

## SUPERCEDED TARIFF PAGES

#### **CHECK SHEET**

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

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION
	Title	1st Revised	*	2	16	Original
Preface	1	Original		2	17	Original
Preface	2	2 <sup>nd</sup> Revised	*	2	18	Original
Preface	3	1st Revised		2	19	Original
Preface	4	Original		2	20	Original
Preface	5	Original		2	21	1 <sup>st</sup> Revised *
Preface	6	Original		2	22	Original
1	1	Original		2	23	Original
1	2	Original		2	24	Original
1	3	Original		2	25	Original
1	4	Original		2	26	Original
1	5	Original		2	27	Original
2	1	Original		2	28	Original
2	2	Original		2	29	Original
2	3	Original		2	30	Original
2	4	Original		2	31	Original
2	5	Original		2	32	Original
2	6	Original		2	33	Original
2	7	Original		2	34	Original
2	8	Original		2	35	Original
2	9	Original		2	36	Original
2	10	Original		2	37	Original
2	11	Original		2	38	Original
2	12	Original		2	39	Original
2	13	Original		2	40	Original
2	14	Original		2	41	Original
2	15	Original				

<sup>\* -</sup> indicates those pages included with this filing.

Issued: April 14, 2009

Issued by:

Richard Boughrum Treasurer/CFO

1000 Progress Place NE

Case No. 09-317-TP-ATA

Concord, North Carolina 28025

Effective: May 15, 2009

## CHECK SHEET, (CONT'D.)

SECTION	PAGE	REVISION	SECTION	PAGE	REVISION
3	1	Original	6	7	Original
4	1	Original	6	8	Original
4	2	Original	6	9	Original
4	3	Original	6	10	Original
4	4	Original	6	11	1 <sup>st</sup> Revised *
4	5	Original	6	12	Original
4	6	Original	6	13	Original
4	7	Original	6	14	Original
4	8	Original	6	15	Original
5	1	Original	6	16	Original
5	2	Original	6	17	Original
5	3	Original	6	18	Original
5	4	Original	6	19	Original
5	5	Original	6	20	Original
5	6	Original	6	21	Original
5	7	Original	7	1	Original
5	8	Original	8	1	Original
5	9	Original	8	2	Original
5	10	Original	8	3	Original
5	11	Original	8	4	Original
5	12	Original	8	5	Original
5	13	Original	8	6	Original
6	1	Original	8	7	Original
6	2	Original	8	8	Original
6	3	Original	8	9	Original
6	4	Original	8	10	Original
6	5	Original	8	11	Original
6	6	Original			

<sup>\* -</sup> indicates those pages included with this filing

Issued: June 17, 2008

Issued by:

Daniel Crowley
Vice President - Finance

32991 Hamilton Court Farmington Hills, MI 48334

#### **SECTION 6.0 - MISCELLANEOUS SERVICES**

#### 6.1 Optional Calling Features

#### 6.1.2 Monthly Recurring Charges

#### Residential

Optional Calling Feature	<u>Maximum</u>	<u>Current</u>
Call Waiting	\$10.00	\$3.20
Call Forward	~-	\$3.20
Call Forward Deluxe		\$4.00
Call Forward Busy		\$3.20
Call Forward-Don't Answer		\$3.20
Selective Call Forwarding		\$3.20
Three Way Calling		\$3.20
Call Screening		\$3.20
Auto Call Back (*69)		\$3.20
Distinctive Ring		\$3.20
Auto Redial		\$3.20
Caller ID	\$15.00	\$6.00
Caller ID Name Display		\$8.00
Calling Party Number Blocking <sup>1</sup>	\$10.00	\$3.20
Speed Calling 30		\$3.20

#### **Business\***

Optional Calling Feature	<u>Maximum</u>	<u>Current</u>
Caller ID	\$15.00	\$0.00

Per line Caller ID Blocking is provided at no charge to Customers with non-published numbers and to qualified social service agencies, law enforcement organizations and their certified employees and volunteers.

\* Detariffed Tier 2 Features available for Business Customers are located in the Company Pricing Guide.

Issued: April 3, 2008

Issued by:

Effective: April 3, 2008
Daniel Crowley
Vice President - Finance

32991 Hamilton Court Farmington Hills, MI 48334

# EXHIBIT B PROPOSED REVISED TARIFF PAGES

#### **CHECK SHEET**

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

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION
	Title	1st Revised		2	16	Original
Preface	1	Original		2	17	Original
Preface	2	J 110 113 CU	*	2	18	Original
Preface	3	2 <sup>nd</sup> Revised	*	2	19	Original
Preface	4	Original		2	20	Original
Preface	5	Original		2	21	1st Revised
Preface	6	Original		2	22	Original
1	1	Original		2	23	Original
1	2	Original		2	24	Original
1	3	Original		2	25	Original
1	4	Original		2	26	Original
1	5	Original		2	27	Original
2	1	Original		2	28	Original
2	2	Original		2	29	Original
2	3	Original		2	30	Original
2	4	Original		2	31	Original
2	5	Original		2	32	Original
2	6	Original		2	33	Original
2	7	Original		2	34	Original
2	8	Original		2	35	Original
2	9	Original		2	36	Original
2	10	Original		2	37	Original
2	11	Original		2	38	Original
2	12	Original		2	39	Original
2	13	Original		2	40	Original
2	14	Original		2	41	Original
2	15	Original				_

<sup>\* -</sup> indicates those pages included with this filing.

Issued: October 8, 2009

## CHECK SHEET, (CONT'D.)

SECTION	PAGE	REVISION		SECTION	PAGE	REVISION
3	1	Original		6	6	Original
4	1	Original		6	7	Original
4	2	Original		6	8	Original
4	3	Original		6	9	Original
4	4	Original		6	10	Original
4	5	Original		6	11	1st Revised
4	6	Original		6	12	Original
4	7	Original		6	13	Original
4	8	Original		6	14	Original
5	1	Original		6	15	Original
5	2	Original		6	16	Original
5	3	Original		6	17	Original
5	4	Original		6	18	Original
5	5	Original		6	19	Original
5	6	Original		6	20	Original
5	7	Original		6	21	Original
5	8	Original		7	1	Original
5 5	9	Original		8	1	Original
	10	Original		8	2	Original
5	11	Original		8	3	Original
5	11.1	Original	*	8	4	Original
5	11.2	Original	*	8	5	Original
5	11.3	Original	•	8	6	Original
5	12	Original		8	7	Original
5	13	Original		8	8	Original
6	1	Original		8	9	Original
6	2	Original		8	10	Original
6	3	Original		8	11	Original
6	4	1st Revised	*			
6	4.1	Original	*			
6	5	Original				

<sup>\* -</sup> indicates those pages included with this filing

#### SECTION 5.0 - LOCAL EXCHANGE SERVICE, (CONT'D.)

#### 5.2 Residential Bundled Services, (Cont'd.)

#### 5.2.10 ACN Advantage Home - Standard and Value Options VI\*

(N)

ACN Advantage Home - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two (2) intrastate and interstate toll service plan options.

#### A. Service Features

- .1 Voice lines include:
  - (a) Local line and unlimited local calling
  - (b) Calling Features: Caller ID with Name, Call Waiting
- .2 <u>Data/Fax lines include</u>:
  - (a) Unlimited local calling

\* This Service can only be purchased in conjunction with Unregulated and/or Detariffed Services.

(N)

Issued: October 8, 2009

#### **SECTION 5.0 - LOCAL EXCHANGE SERVICE, (CONT'D.)**

#### 5.2 Residential Bundled Services, (Cont'd.)

#### 5.2.11 ACN Advantage Plus - Standard and Value Options VI\*

(N)

ACN Advantage Plus - Standard and Value Options VI is a bundled local and toll service which provides residential Customers with unlimited local calling for a flat monthly recurring charge, specified calling features at no additional charge, and access to two intrastate and interstate toll service plan options.

#### A. Service Features

- .1 Voice lines include:
  - (a) Local line and unlimited local calling
  - (b) Custom Calling Features: Caller ID with Name, Call Waiting.
- .2 <u>Data/Fax lines include</u>:
  - (a) Unlimited local calling

\* This Service can only be purchased in conjunction with Unregulated and/or Detariffed Services.

(N)

Issued: October 8, 2009

#### SECTION 5.0 - LOCAL EXCHANGE SERVICE, (CONT'D.)

#### 5.2 Residential Bundled Services, (Cont'd.)

## 5.2.12 ACN Advantage Unlimited VI\*

(N)

ACN Advantage Unlimited VI provides Customers with a local exchange voice line with unlimited local calling, selected calling features at no additional charge, and unlimited intrastate/interstate toll calling. An optional data/fax line is available as an additional line and includes unlimited local calling.

#### A. Service Features

ACN Advantage Unlimited VI includes the following features:

- .1 Local exchange voice line and unlimited local calling
- .2 Custom Calling Features: Caller ID with Name, Call Waiting.
- .3 Optional Data/Fax lines include local exchange line with unlimited local calling.

#### B. Non-Recurring Charges

Service connection charges may apply, See Section 4.1 of this tariff. The Service Connection fee waived for those customers who retain their existing telephone number when switching their service to ACN.

\* This Service can only be purchased in conjunction with Unregulated and/or Detariffed Services.

(N)

Issued: October 8, 2009

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#### **SECTION 6.0 - MISCELLANEOUS SERVICES**

#### 6.1 Optional Calling Features

#### 6.1.2 Monthly Recurring Charges

#### A. Residential

1. Features ordered prior to November 19, 2009

Optional Calling Feature	<u>Maximum</u>	Current
Call Waiting	\$10.00	\$3.20
Call Forward		\$3.20
Call Forward Deluxe	**=	\$4.00
Call Forward Busy		\$3.20
Call Forward-Don't Answer		\$3.20
Selective Call Forwarding		\$3.20
Three Way Calling		\$3.20
Call Screening		\$3.20
Auto Call Back (*69)		\$3.20
Distinctive Ring		\$3.20
Auto Redial		\$3.20
Caller ID	\$15.00	\$6.00
Caller ID Name Display		\$8.00
Calling Party Number Blocking	\$10.00	\$3.20
Speed Calling 30		\$3.20

Per line Caller ID Blocking is provided at no charge to Customers with non-published numbers and to qualified social service agencies, law enforcement organizations and their certified employees and volunteers.

Some material previously found on this page now found in this Section 6, on Original Page 4.1

Issued: October 8, 2009

Effective: November 19, 2009

Brian Krass Treasurer/CFO 1000 Progress Place NE Concord, NC 28025

(N)

(M)

#### **SECTION 6.0 - MISCELLANEOUS SERVICES**

#### 6.1 Optional Calling Features, (Cont'd.)

#### 6.1.2 Monthly Recurring Charges, (Cont'd.)

#### A. Residential, (Cont'd.)

1. Features ordered on or after November 19, 2009

Optional Calling Feature	Maximum	Current
Anonymous Call Rejection		\$5.00
Auto Call Back (*69)		\$5.00
Auto Redial		\$5.00
Call Blocking/ Call Screening	***	\$5.00
Call Forward	***	\$5.00
Call Waiting Caller ID		\$5.00
Caller ID	\$15.00	\$6.00
Caller ID Name Display		\$8.00
Calling Party Number Blocking <sup>1</sup>		\$5.00
Distinctive Ring 1		\$4.00
Distinctive Ring 2		\$4.00
Priority Ring		\$4.00
Selective Call Forwarding		\$5.00
Speed Calling 8		\$5.00
Three Way Calling		\$5.00

#### B. Business\*

Optional Calling Feature	<u>Maximum</u>	Current
Caller ID	\$15.00	\$0.00

Per line Caller ID Blocking is provided at no charge to Customers with non-published numbers and to qualified social service agencies, law enforcement organizations and their certified employees and volunteers.

Detariffed Tier 2 Features available for Business Customers are located in the Company Pricing Guide. (M)

Material now found on this page previously found in this Section 6 on Original Page 4

Issued: October 8, 2009 Effective: November 19, 2009

Brian Krass Treasurer/CFO 1000 Progress Place NE Concord, NC 28025

#### **EXHIBIT C**

## **DESCRIPTION OF CHANGES**

Introduce ACN Advantage Home – Standard and Value Options VI, ACN Advantage Plus – Standard and Value Options VI, ACN Advantage Unlimited VI and add rates for new Calling Feature subscriptions.

# EXHIBIT D

# CUSTOMER NOTICE And AFFIDAVIT OF CUSTOMER NOTICE

Not Applicable