

FILE

87

The Public Utilities Commission of Ohio  
TELECOMMUNICATIONS APPLICATION FORM for  
**DETARIFFING AND RELATED ACTIONS**

Per the Commission's 01/19/2011 "Implementation Order" in Case No. 10-1010-TP-ORD  
(Effective: 01/20/2011 through 05/20/2011)

In the Matter of the Application of BIRCH TELECOM OF )  
THE GREAT LAKES, INC dba BIRCH )  
COMMUNICATIONS )  
to Detariff Services and make other changes related to the )  
Implementation of Case No. 10-1010-TP-ORD

TRF Docket No. 90-9134-TP-TRF

Case No.11 - 2938 - **TP - ATA**

NOTE: Unless you have reserved a Case No. leave the "Case No." fields BLANK.

Name of Registrant(s) BIRCH TELECOM OF THE GREAT LAKES, INC.  
DBA(s) of Registrant(s) dba BIRCH COMMUNICATIONS  
Address of Registrant(s) 2300 MAIN ST. SUITE 340 KANSAS CITY, MO 64108  
Company Web Address www.birch.com  
Regulatory Contact Person(s) Tara Jackson  
Regulatory Contact Person's Email Address tara.jackson@birch.com  
Contact Person for Annual Report Angela Hoke  
Address (if different from above) \_\_\_\_\_  
Consumer Contact Information Tara Jackson  
Address (if different from above) \_\_\_\_\_

Phone 816-300-1677 Fax 816-300-3350

Phone 816-300-1049

Phone 816-300-1677

**Part I - Tariffs**

Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below.

NOTE: All cases are ATA process cases, tariffs are effective the day they are filed, and remain in effect unless the Commission acts to suspend.

Carrier Type	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS
Tariff for Basic Local Exchange Service (BLES) and/or other services required to be tarified pursuant to 4901:1-6-11(A); detariffing of all other services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other changes required by Chapter 4901:1-6 (Describe in detail in Exhibit C)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Part II - Exhibits**

Note that the following exhibits are required for all filings using this form.

Included	Identified As:	Description of Required Exhibit:
<input checked="" type="checkbox"/>	Exhibit A	The existing affected tariff pages.
<input checked="" type="checkbox"/>	Exhibit B	The proposed revised tariff pages.
<input checked="" type="checkbox"/>	Exhibit C	Narrative summarizing all changes proposed in the application, and/or other information intended to assist Staff in the review of the Application.
<input checked="" type="checkbox"/>	Exhibit D	One-time customer notice of detariffing and related changes consistent with rule 4901:1-06-07
<input checked="" type="checkbox"/>	Exhibit E	Affidavit that the Customer Notice described in Exhibit C has been sent to Customers.

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 TH Date Processed MAY 26 2011

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2011 MAY 26 AM 9:53

**Part III. – Attestation**

**Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.**

**AFFIDAVIT**

Compliance with Commission Rules and Service Standards

I am an officer/agent of the applicant, Birch Telecom of the Great Lakes, Inc. dba Birch Communications, and I am authorized to make this statement on its behalf.

I attest that these tariffs comply with all applicable rules for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, 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 May 25, 2011 at 2300 Main St. Suite 340 Kansas City, MO 64108.

Tara Jackson

May 25, 2011

**VERIFICATION**

I, Tara Jackson verify that I have utilized the Telecommunications Application Form for Detariffing and Related Actions 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.

\*(Signature and Title)

Tara Jackson Sr. Manager Regal's (Date) May 25, 2011

*\*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**

***Or***

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

**Exhibit A of Attachments**  
**Case No. 11-2938-TP-ATA**

Local Exchange Tariff No. 1

Sheets:

Sheet No. 1

Sheet No. 13

Sheet No. 44

Sheet No. 54.1

Sheet No. 54.2

Sheet No. 54.3

Sheet No. 54.4

Sheet No. 54.5

Sheet No. 54.6

Sheet No. 54.7 through 54.20

Sheet No. 54.21

Sheet No. 54.22

Sheet No. 54.27

Sheet No. 54.28-54.33

Sheet No. 69 through 72

Sheet No. 80 through 84

**Birch Telecom of the Great Lakes, Inc.  
dba Birch Communications  
Local Exchange Services Tariff**

(AT)

This Tariff, filed with the Public Utilities Commission of Ohio, contains the terms and conditions applicable to local exchange telecommunication services in the State of Ohio by Birch Telecom of the Great Lakes, Inc. dba Birch Communications (the "Company"). The Company provides exchange telecommunications services on resale and facilities-based bases. Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business located at:

(AT)

(AT)

Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
2300 Main St. Suite 600  
Kansas City, MO 64108

Wherever in this Tariff or its headings, the term "Company" or the name Birch Telecom of the Great Lakes, Inc. "Birch Telecom" or "Birch" appears, that shall mean and shall refer to Birch Telecom of the Great Lakes, Inc. dba Birch Communications.

(AT)

(AT)

(AT)

Issue Date: April 15, 2008

Effective Date: May 15, 2008

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 08-509-TP-ACN, filed April 15, 2008

90-9134-TP-TRF

1. DEFINITIONS AND ABBREVIATIONS (continued)

(RT)

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

Semi-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

(RT)

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

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Issue Date: November 7, 2007

Effective Date: November 9, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.  
In accordance with Case No. 07-1040-TP-ATW, issued September 19, 2007

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.2 Line Status Verification and Busy Line Interrupt

A. Rates

	<u>Minimum</u>	<u>Maximum</u>
1. Line Status Verification, per request (1) .....	\$1.00	\$10.00
2. Busy Line Interrupt, per request (1) .....	2.00	\$10.00

4.1.3 Local Operator Assistance

A. Rates

<u>Description</u>	<u>Minimum</u>	<u>Maximum</u>
<u>Station-to-Station Service</u>		
<u>Calling Card</u>		
Non-Automated	\$ .50	\$10.00
Semi-Automated	.50	10.00
Fully Automated	.10	5.00
<u>Collect</u>		
Non-Automated	\$ .50	10.00
Semi-Automated	.50	10.00
Fully Automated	.50	10.00
<u>Billed to a Third Number</u>		
Non-Automated	\$ .50	10.00
Semi-Automated	.50	10.00
Fully Automated	.50	10.00
<u>Sent-Paid</u>		
Non-Automated	\$ .50	10.00
Semi-Automated	.50	10.00
<u>Person-to-Person Service</u>		
Non-Automated	\$ .50	15.00
Semi-Automated	.50	15.00

(1) The operator will inform the requesting caller of the charge for this service.

Issue Date: June 27, 2007

Effective Date: July 27, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.

In accordance with Case No. 07-738-TP-ATA, issued June 25, 2007

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.10 Business First Bundle (1) (5)

(AT)

Line with or without Series Completion Hunting  
Caller ID  
Call Waiting (2)  
Call Forwarding  
Call Forward Busy/Alternate Answer *or* Call Forward/Alternate Answer with Series Completion Hunting  
Three-Way Calling  
Remote Access to Call Forwarding  
250 Minutes Long Distance Block of Time (3)

A. Monthly Rates (4)

Business First - basic line

12-month Term Commitment	\$46.00
24-month Term Commitment	\$44.00
Month-to-month, following expired term	\$50.00

B. Early Termination Fee

If Customer disconnects Services, or Services are disconnected for nonpayment or other Customer breach prior to the end of the current term for any reason, except for any failure by Birch, Customer will be billed on its next monthly invoice a termination fee of \$200.00 per line, including lines added after the initial location/account establishment. Additionally, Customer shall be billed for any credits previously provided or charges previously waived in connection with any promotion in conjunction with the Business First bundle.

Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by Company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

See Sheet No. 54.3 for footnotes.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

(NR), (AT)

4.2.10 Business First Bundle (1) (continued)

C. Non-recurring Charges

Class of service change	\$ 50.00
Custom work order	actual cost
Establish dual service – Basic Line	\$ 18.00
Expedited service charge	\$ 25.00
Feature add/change	\$ 10.00
Hunting add/change	\$ 10.00
Invoice change	\$ 10.00
Move, per line	\$ 70.00
Move, per additional line	\$ 20.00
Installation of new line	\$ 70.00
Installation of additional line	\$ 20.00
Transfer of service	\$ 10.00
Service change, all other, per line	\$ 10.00
Telephone number change	\$ 25.00
Telephone number search, 1 <sup>st</sup> 20 free	\$ 15.00

(NR), (AT)

See Sheet No. 54.3 for footnotes

Issue Date: August 6, 2007

Effective Date: August 8, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.  
In accordance with Case No. 07-738-TP-ATA, issued June 25, 2007



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.10 Business First Bundle (1) (continued)

Footnotes for Business First Bundle:

- (1) Business First bundle equipped with basic line is provided within the exchange areas set forth in Section 3.

Customer must subscribe all lines at a given location to the Business First bundle.

The installation charges as tariffed in Section 4.2.10C apply to installation of the Business First bundle.

The only features available are those set forth in Section 4.2.10. Customer may drop any of those features at conversion at no charge, and may drop or add back any of those features following conversion, subject to the feature add/change charge, as tariffed in Section 4.2.10C. Birch 3 Feature Value Package or Birch 7 Feature Value Package features packages are not available with the Business First bundle.

Business First bundle lines will automatically be blocked for 900/976 calling. The Customer may request that 900/976 access be unblocked.

Usage Sensitive Features (USF) will be included with all local lines. The USF includes Auto Redial and Call Return, for which the Customer will be charged \$.50 per usage use, with a maximum per month fee of \$4.00 per USF type.

(AT)

- (2) Call Waiting not available on lines equipped with Series Completion Hunting.
- (3) The Long Distance Block of Time allotment applies to all Domestic 1+ Direct Dialed minutes of use, and pools at the Customer's location level. Overage usage rate per minute is \$.045. All Rules and Regulations found in the Company's Interexchange Tariff will apply to long distance services.

All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.) will be rated at the standard rates according to the Rules and Regulations found in the Company's Interexchange Tariff.

- (4) Business First bundle is initially available to new and existing Birch business Customers only with a term commitment. Once the term expires, if Customer does not sign up for a new term, the pricing will default to the month-to-month rate tariffed in 4.2.10A.
- (5) Effective December 31, 2009, this product is grandfathered and no longer available.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line

A. BirchNet Value Line is equipped with:

Basic Business Line (1) (2)

B. Charges

1. Monthly Recurring Charges are located in Section 4.2.14.
2. Non- Recurring Charges are located in Section 4.2.14.
3. Birch Long Distance Rates for BirchNet Value Line: (3)

<u>Birch Long Distance</u>	<u>Rate per minute</u>
All Long Distance Minutes	\$.069

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business
Three-Way Calling	\$1.99
Call Return	\$1.99
Repeat Dialing	\$1.99
Busy Connect (Per call, per use)	\$0.90

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

(AT)

(AT)

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line (continued)

D. BirchNet Value Line - Feature List (4) (5)

See section 4.2.19 for a list of available calling features that may be added to the Birch Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Footnotes for BirchNet Value Line:

- (1) BirchNet Value Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
 $\$100 \times \text{Months Remaining}$

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

(AT)

- (2) Product may not be available in all CLLIs.

- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- (4) The availability of certain features depends on ILEC feature availability.

- (5) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

- (6) Call Forwarding -Busy Line and Call Forwarding-Alternate Answer will be provided for customers who add a voicemail service to their BirchNet Value Line.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line (continued)

E. Footnotes for BirchNet Value Line (continued)

- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE. (AT)

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.12 BirchNet Basic Line

A. BirchNet Basic Line is equipped with:

Basic Business Line (1)  
Unlimited Local, Intra-LATA Long Distance  
Caller ID – Name and Number  
Call Waiting  
Hunting

B. Charges

1. Monthly Recurring Charges are located in Section 4.2.14.
2. Non- Recurring Charges are located in Section 4.2.14.
3. Birch Long Distance Rates for BirchNet Basic Line:

<u>Birch Long Distance</u>	<u>Rate per minute</u>
All Long Distance Minutes	\$.049

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business
Three-Way Calling	\$1.99
Call Return	\$1.99
Repeat Dialing	\$1.99
Busy Connect (Per call, per use)	\$0.90
Calling Number Delivery Blocking, Per Call	No Charge

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

(AT)

4.2 General Exchange Services (continued)

4.2.12 BirchNet Basic Line (continued)

D. BirchNet Basic Line - Feature List

See section 4.2.19 for a list of available calling features that may be added to the Birch Basic Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Footnotes for BirchNet Basic Line:

- (1) BirchNet Basic Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
 $\$100 \times \text{Months Remaining}$

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Basic Line bundle, standard rates located in section 4.2.14 will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) Some features are only available to business customers.
- (6) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

(AT)

Issue Date: December 30, 2009

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Christopher J. Bunce, Vice President Legal and General Counsel  
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In accordance with Case No. 09-1992-TP-TRF

(AT)

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.12 BirchNet Basic Line (continued)

E. Footnotes for BirchNet Basic Line (continued)

- (7) Product may not be available in all CLLIs.
- (8) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Basic. There is a maximum of 20 extensions per voicemail box.
- (9) This rate is inclusive of the Cancel Call Waiting option where available.
- (10) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (11) Call Forwarding –Busy Line and Call Forwarding-Alternate Answer will be provided for customers who add a voicemail service to their BirchNet Basic Line.

(AT)

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 BirchNet Essentials

A. BirchNet Essentials is equipped with:

Basic Business Line (1)  
Unlimited Features (2)  
Hunting  
Unlimited Local Intra-LATA Long Distance  
1,500 Minutes of Domestic Inter-LATA Long Distance (6)

(AT)

B. Charges

1. Monthly Recurring Charges are located in Section 4.2.14.
2. Non- Recurring Charges are located in Section 4.2.14.
3. BirchNet Essentials 200 Minute Long Distance Calling Block

<u>Block of Time per Month</u>	<u>Overage Usage Rate per Minute</u>
200 Minutes of Inter-LATA Domestic Long Distance	Included in bundle

Additional Minutes	\$ .049
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Long distance is applicable to standard outbound domestic long distance, originating from Birch customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls. Toll Free service is available with this product see "Toll Free Service".

C. See Section 4.2.19 for a list of available features.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 BirchNet Essentials (continued)

D. Footnotes for BirchNet Essentials:

- (1) BirchNet Essentials are available to business customers.

(AT)

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:

$\$100 \times \text{Months Remaining}$

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

- (2) Customers may accept or decline the feature(s); however, declining the feature(s) will not reduce the package monthly rate. If more features are chosen with the BirchNet Essentials standard rates will apply.
- (3) The availability of certain features depends on ILEC feature availability.
- (4) Some features are only available to residential customers.
- (5) Some features are only available to business customers.
- (6) Long Distance Block of Time allotment applies to all domestic 1+ direct dialed minutes of use.

FreeLong distance minutes are only applicable to standard outbound domestic long distance only, originating from Birch customer to the 48 contiguous US States, and does not apply to calls to HI, AK, or US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). Standard rates will apply for any overage beyond any inclusive block of minutes, and all calls made to AK, HI, and U.S. territories (Puerto Rico, Guam, USVI, and No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

Issue Date: December 30, 2009

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Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 BirchNet Essentials (continued)

D. Footnotes for BirchNet Essentials (continued)

- (7) BirchNet Essentials will only be available to Birch Business Local Service Customer locations in which the customer subscribes to no greater than 10 lines for domestic local toll and interLATA toll outbound calls from the business location. Customers are required to convert all of their off-net business lines, (restrictions listed below), per location, to BirchNet Essentials in order to qualify for this service. Multi-location customers may choose the service per location. Birch may cancel this service if all lines at location do not have this product.

- (8) An additional discounted charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Essentials. There is a maximum of 20 extensions per voicemail box.

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials

A. Monthly Recurring Charges

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year	BirchNet Essentials 1 Year
ABRDOH79	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
AKRNOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
AKRNOH72	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
AKRNOH78	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
AKRNOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
ALNCOH82	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
ARABOH64	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
ATWROH94	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BCVLOH52	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BCWDOH46	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BDFROH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BDMNOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BEREOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BEVLOH92	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BKPKOH26	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BKPKOH97	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BLBKOH84	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BLFSOH76	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BLLROH67	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BLNGOH35	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BLPROH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BMBGOH43	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BRFDOH44	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BRTNOH74	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BRTNOH82	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BRTOOH83	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BRVIOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BTHSOH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
BWRVOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
CATNOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
CDVLOH76	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95
CHFLOH24	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$46.95

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year	I E
CHSGOH36	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLBNOH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH43	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH62	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH63	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH64	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLEVOH74	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLHGOH32	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH11	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH26	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH27	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH29	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH44	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH47	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CLMBOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNFDOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNFLOH01	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNSVOH82	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNTMOH43	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNTNOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CNWIOH83	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CRBGOH85	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CRNGOH34	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CRRLOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CSTLOH68	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	
CSTNOH62	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	

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4. SERVICES (continued)

(AT)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year	Bi Ess 1
CVTPOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
CYFLOH92	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DANHOH28	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DBLNOH89	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DFFYOH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DLTNOH82	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DNFLOH67	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DNVLOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DRSDOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH22	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH26	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH27	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH29	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
DYTNOH89	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
ECLDOH73	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
ECLVOHEA	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
ECTNOH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
ELVROH38	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
ENONOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
EPLSOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FKLNOH01	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FLHMOH84	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FLTCOH99	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FNDYOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FRBNOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FRMTOH33	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FSTAOH43	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
FVPWOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
GLFROH65	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
GLPLOH44	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4

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4. SERVICES (continued)

(AT)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year	Bi Ess 1
GNBGOH89	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
GNDNOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
GVCYOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
GYVLOH93	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HBRDOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HLBOOH39	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HLLDOH11	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HLRDOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HRBGOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
HTVLOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
INDPOH52	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
IRTNOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
JFVLOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
JMTWOH67	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
KENTOH67	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
KRLDOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LCKBOH49	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LKWDOH52	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LLVLOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LNCDOH65	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LNDDOH66	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LONDOH85	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LRTPOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LSBNOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LSVLOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LTNAOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LWVLOH56	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
LYTPOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
MAUMOH11	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
MCVLOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
MDTWOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4
MDVLOH94	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$4

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year	Bi Es: 1
MEWYOH84	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MGDROH62	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MGNLOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MMBGOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MNC SOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MNJTOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MNTROH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MNTUOH27	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MONROH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MOTLOH25	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MPHGOH66	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MRBOOH93	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MRFYOH63	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MRSOH46	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MRTTOH37	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MSLNOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MYCYOH76	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
MYHGOH44	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NCTNOH49	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NHHNOH96	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NHLD OH49	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NILSOH65	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NINDOH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NJSNOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NLIMOH54	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NLVLOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NOLMOH77	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NRTNOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NRWCOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NVRROH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NWALOH85	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$
NWCMOH49	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95	\$

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year
NWCROH84	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWLXOH34	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWML0H54	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWMT0H86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWPT0H47	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWRGOH59	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWRMOH66	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
NWWTOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
OLFLOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
ORGNOH69	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PARMOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PATROH37	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PIQUOH77	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PNVLOH35	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
POLD0H75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PRBGOH14	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PRBGOH66	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PRHGOH47	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
PTCHOH26	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RGRSOH22	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RIGROH24	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RKRVOH33	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RNBOOH36	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RPLYOH39	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RSVLOH69	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RTTWOH32	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RUVLOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
RVNNOH02	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SALMOH33	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SAVLOH67	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SBNGOH93	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SBVIOH26	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95

(AT)

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Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF



4. SERVICES (continued)

(AT)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year
SBVIOH28	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SCLDOH72	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SCTNOH46	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SCVIOH69	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SDLIOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SECLOH38	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SGGVOH74	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SGTROH92	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SGVLOH23	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SHHGOH92	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SHWNOH39	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SMRTOH74	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SND SOH62	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SOLNOH24	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SPFDOH32	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SPFDOH39	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SPNTOH37	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SPVYOH86	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SSLNOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
STBOOH62	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
STOWOH68	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
STRTOH75	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
SVINOH56	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TFFNOH44	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
THVLOH24	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TLMDOH63	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH21	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH38	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH40	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH47	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TOLDOH72	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95

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Christopher J. Bunce, Vice President Legal and General Counsel  
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In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

(AT)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	BirchNet Basic Line 2 or 3 Year	BirchNet Basic Line 1 Year	BirchNet Essentials 3 Year	BirchNet Essentials 2 Year
TOROOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TRCYOH96	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
TRENOH98	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
UHVLOH92	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
UNTWOH69	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
UPAROH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
UPAROH48	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
UPSNOH29	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
VNTNOH38	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WACHOH33	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WEVLOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WHHSOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WJSNOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WLFYOH54	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WLGHOH94	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WLVLOH53	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WNCHOH69	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WOFDOH47	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WOTNOH88	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
WSLKOH87	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
XENIOH37	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
YESPOH76	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
YNTWOH74	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
YNTWOH78	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
YNTWOH79	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
ZMMNOH42	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95
ZNVLOH45	\$36.95	\$41.95	\$42.95	\$45.95	\$39.95	\$44.95

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

B. Non-Recurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.1.1 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

1. Nonrecurring charges for installation of Business lines are:

First Line (incl. first jack w/wiring)	\$130.00
Each Additional Line (incl. jack w/wiring) <sup>1</sup>	\$ 65.00
Additional Jack w/wiring at time of install	\$ 65.00
Line Installation w/ no jack or wiring	\$ 65.00

2. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

Charge	Price
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$25.00 per Order
Transfer of Service	\$25.00 per Order
TN Change	\$25.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$25.00 per Order
Expedite Service Charge (LWC/UNE)	\$50.00 per Order
Expedite Service Charge (Facilities)	\$200.00 per Day per Line
Expedite Service Charge (T1 Circuits)	\$595.00 per Day per Circuit

1. Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, BirchNet Basic Line and BirchNet Essentials (continued)

B. Non-Recurring Charges (continued)

3. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

Premise Work Charge	\$165.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$100.00
Each Additional 15 minute increment	\$ 30.00
Initial Jack & Wiring (existing customer)	\$165.00
Each Additional Jack & Wiring (existing customer)	\$ 65.00

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Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

4. SERVICES (continued)

(AT)

4.2.17 NOW Communications Prepaid Services

A. NOW Value Line

1. NOW Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$37.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Value Line. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.

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4. SERVICES (continued)

(AT)

4.2.17 NOW Communications Prepaid Services (continued)

B. NOW Basic

1. NOW Basic is equipped with:

Basic Residential Line  
Caller ID Deluxe  
Call Waiting

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$42.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service. (1)
- Declining free features does not reduce the package rate.
- Additional features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Basic. There is a maximum of 20 extensions per voicemail box.
- IW Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.

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(1) Effective December 31, 2009, NOW Basic customers will be given an option to purchase a block of LD minutes. See section 4.2.17.D below.

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Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
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4. SERVICES (continued)

(AT)

4.2.17 NOW Communications Prepaid Services (continued)

C. NOW Essentials

1. NOW Essentials is equipped with:

(AT)

Basic Residential Line  
Unlimited Features  
2,000 Free Minutes of Inter-LATA Long Distance

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$74.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18 of this tariff.
- Customer will be given 2,000 free minutes of Long Distance with this service. The free minutes include Intra-LATA, Intra-State and Inter-State toll. Customer cannot exceed the 2,000 minutes. Long Distance will be unavailable after the allotted 2,000 minute block, until the service is renewed the following month.
- Declining free features does not reduce the package rate.
- Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Essentials. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.

D. 300 Prepaid Minutes LD

Available only to prepaid residential customers with the Now Basic service, this package provides 300 total minutes of Intra-Lata, Intra-State and Inter-State long distance for a monthly recurring charge. The LD will not exceed 300 minutes per month, and will be reset upon payment by the customer.

	<u>Current Rate</u>
Per Line	\$8.00

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4. SERVICES (continued)

4.2.18 Miscellaneous Service Charges

1. Facilities Charges

The Facilities Charge provides for delivery of high quality services, including connecting customers to the network, customer service and network monitoring, updating operational systems, and the construction of a facilities-based network. The Facilities Charge is applied to each line. A Supplementary Facilities Charge is also applied to each line where Birch Long Distance service is used.

<u>Charge (per line)</u>	<u>Current Rate</u>
Facilities Charge	\$6.38

<u>Charge (per line with Birch LD)</u>	<u>Current Rate</u>
Supplementary Facilities Charge	\$1.00

2. Carrier Access Recovery Charge

The Carrier Access Recovery Charge funds a contribution towards higher costs of interconnection with other carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Carrier Access Recovery Charge	\$1.35

3. Regulatory Compliance Fee

The Regulatory Compliance Fee covers costs associated with ongoing regulatory and compliance obligations, participation in regulatory proceedings, handling customer complaints with regulatory agencies, and negotiations with other regulated carriers. This charge is applied to each line.

<u>Charge (per line)</u>	<u>Current Rate</u>
Regulatory Compliance Fee	\$0.75

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4. SERVICES (continued)

(AT)

4.2.19 Features and Blocks

Any of the following calling features may be added, subject to ILEC availability. The following rates apply only when these calling features are added to a line that does not include the feature in the package. To add calling features to any other service, please refer to Section 4.2.14 for applicable rates.

<u>Feature Description</u>	<u>Business</u>	<u>Residential</u>
3 Way Calling	\$7.50	\$5.00
3 Way Calling w/Transfer	\$7.00	\$4.50
Call Block	\$6.00	\$5.99
Call Forward Busy	\$5.00	\$2.50
Call Forward Variable	\$6.50	\$5.99
Call Fwd Don't Answer w/RC	\$5.50	\$2.10
Call Return	\$4.00	\$2.50
Call Tracing	\$7.00	\$6.50
Call Waiting	\$7.15	\$4.50
Call Waiting w/CID Opt	\$2.25	\$1.35
Caller ID	\$7.00	\$6.00
Caller ID Block	\$5.00	\$5.00
Caller ID Deluxe	\$8.00	\$7.50
Distinctive Ring	\$6.00	\$4.99
Enhanced Caller ID	\$7.00	\$5.00
Hunting	\$6.00	\$5.00
Preferred Call Forwarding	\$4.75	\$5.95
Remote Access to Call Fwd	\$5.00	\$2.50
Repeat Dialing	\$4.00	\$2.50
Restrict International	\$5.00	\$1.50
Restrict Toll	\$5.00	\$5.00
Simultaneous Call Forwarding	\$6.00	\$5.00
Speed Call 30	\$6.95	\$5.25
Speed Call 8	\$6.25	\$5.10

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4. SERVICES (continued)

4.2.20 Home Connection

A. Service Description

Home Connection includes a Residential Line with Caller ID Deluxe and Call Waiting features at no extra cost.

Calls within the standard flat rate local calling area are unlimited. Calls made outside of the local calling area will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, and Canada do not qualify under this plan and are provided and billed pursuant to other Company tariffs or their terms of service.

A one-year term plan is required. Customers cancelling or otherwise disconnecting service prior to completion of any successive term will be assessed an early termination charge of \$100.00 multiplied by the number of months remaining in the term plan.

All taxes, surcharges and regulatory fees are billed separately, including, but not limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

B. Features List

Customers can purchase additional features at "a la carte" rates, or on a usage sensitive basis. For a list of these features and rates, please reference section 4.2.19.

C. Service Rates – See Section 4.2.14 for a list of Non-Recurring Service Charges.

<u>12-Month Rate:</u>	<u>Maximum Rate:</u>
\$45.95	\$90.00

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4. SERVICES (continued)

(AT)

4.2.21 Home Essentials

A. Service Description

Home Essentials includes a Residential Line and an unlimited choice of available features. Please refer to Section 4.2.19 for the list of features.

Calls within the standard flat rate local calling area are unlimited. Unlimited intraLATA long distance calling is included in the monthly recurring charge. 1500 minutes of interLATA long distance calling to locations within the contiguous United States is included in the monthly recurring charge. Additional interLATA usage will be billed at \$0.06 per minute. Calls to the US Virgin Islands, Puerto Rico, Hawaii, Alaska, other US Territories and Canada do not qualify under the free usage provisions of this plan. Calling card service is available and all domestic usage is billed at \$0.19 per minute. No data usage is permitted under the Home Essentials long distance plans.

A one-year term plan is required and term plan customers cancelling or otherwise disconnecting service prior to completion of the term will be assessed an early termination charge of \$100.00 multiplied by the number of months remaining in the term plan.

All taxes surcharges, and regulatory fees are billed separately, including, but not be limited to, federal, state and local taxes, Universal Service fees, Telecommunications Relay Service fees and 911 fees.

B. Service Rates – See Section 4.2.14 for a list of Non-Recurring Service Charges.

<u>12-Month Rate:</u>	<u>Maximum Rate:</u>
\$53.95	\$100.00

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5. PRICE LIST (continued)

5.1 Exchange Access Lines (continued)

5.1.2 Line Status Verification and Busy Line Interrupt

A. Rates

- |   |        |      |
|---|--------|------|
| 1. Line Status Verification, per request..... | \$6.00 | (CR) |
| 2. Busy Line Interrupt, per request .....     | 6.00   | (CR) |

5.1.3 Local Operator Assistance

A. Rates

<u>Description</u>	<u>Rate</u>	
<u>Station-to-Station Service</u>		
<u>Calling Card</u>		
Non-Automated	\$1.95	(CR)
Semi-Automated	1.95	
Fully Automated	.95	
<u>Collect</u>		
Non-Automated	\$2.75	(CR)
Semi-Automated	2.75	
Fully Automated	2.75	
<u>Billed to a Third Number</u>		
Non-Automated	\$2.25	(CR)
Semi-Automated	2.25	
Fully Automated	2.25	
<u>Sent-Paid</u>		
Non-Automated	\$2.75	(CR)
Semi-Automated	2.75	
<u>Person-to-Person Service</u>		
Non-Automated	\$3.00	
Semi-Automated	3.00	

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

5. PRICE LIST (continued)

5.1 Exchange Access Lines (continued)

5.1.4 Hunting Line Services

A. Rates and Charges

<u>Business Line</u>	<u>Monthly Rates</u>	
1. Circle Hunting, per access line	\$5.00	(CR)
2. Preferential Hunting, per access line(2)	5.00	(CR)

(1) Rates apply per line equipped with a preferential list.

Issue Date: December 30, 2009

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Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

5. PRICE LIST (continued)

5.2 General Exchange Services

5.2.2 Rates & Charges—Calling Features

A. Per Line

	Business Monthly <u>Rates</u>	Installation <u>Charge</u>	
Automatic Callback	6.00	10.00	(CR)
Call Blocker	7.00	10.00	
Call Forwarding	8.50	10.00	
Call Forwarding Busy Line/Alternate Answer	8.50	10.00	
Caller ID (2)	7.50	10.00	
Call Transfer Disconnect	10.00	10.00	
Call Wait and See	10.00	10.00	
Call Waiting /Cancel Call Waiting(1)	7.85	10.00	
Three-way Calling	7.50	10.00	
Multi-Distinctive Ringing			
- 1st Dependent DN	5.00	10.00	
- 2nd Dependent DN	1.00	10.00	
Remote Access to Call Forwarding	8.50	10.00	
Repeat Dialing	\$7.00	\$10.00	
Speed Calling 30	7.00	10.00	
Simultaneous Call Forwarding (3)(4)	7.00	10.00	(CR)

See Sheet No. 72 for footnotes.

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Effective Date: December 31, 2009

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Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

5. PRICE LIST (continued)

5.2 General Exchange Services (continued)

Footnotes—Business Rates & Charges—Calling Features

(RT)

- (1) This rate is inclusive of the Cancel Call Waiting option where available.
- (2) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

Any calling party may prevent the delivery of their calling name and/or number to the called party by dialing an access code (\*67 on their Touch Tone pad or 1167 from a rotary telephone) immediately prior to placing a call. The access code will activate per call blocking, which is available at no charge.

If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customer will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customers that the calling party has elected to block the delivery of their name and telephone number. The blocking of CPN will not be provided on calls originating from Customer-Owned Pay Telephone Service.

(RT)

Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies.

Line blocking customers can unblock their calling name and/or number information on a per call basis, at no charge, by dialing an access code (\*82 on their Touch Tone pad or 1182 from a rotary phone) immediately prior to placing a call.

The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated.

Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.

- (3) One Call Forwarding feature is applicable per line arranged.
- (4) One Simultaneous Call Forwarding feature and one Call Forwarding feature are applicable per line (non-hunting) used to establish connection.

(RT)

Issue Date: November 7, 2007

Effective Date: November 9, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.

In accordance with Case No. 07-1040-TP-ATW, issued September 19, 2007

5. PRICE LIST (continued)

5.3 Toll Services (continued)

5.3.1 Two-Point Service

A. Operator Service Charges

<u>Description</u>	<u>Rate</u>	
<u>Station-to-Station Service</u>		
<u>Calling Card</u>		
Non-Automated	\$1.95	(CR)
Semi-Automated	1.95	(CR)
Fully Automated	.95	(CR)
<u>Collect</u>		
Non-Automated	\$2.75	
Semi-Automated	2.75	
Fully Automated	2.75	
<u>Billed to a Third Number</u>		
Non-Automated	\$2.25	
Semi-Automated	2.25	
Fully Automated	2.25	
<u>Sent-Paid</u>		
Non-Automated	\$2.75	
Semi-Automated	2.75	
<u>Person-to-Person Service</u>		
Non-Automated	\$3.00	
Semi-Automated	3.00	
<u>Other Services</u>		
Line Status Verification	\$6.00	(CR)
Busy Interrupt	6.00	(CR)

5.4 Directory Services

5.4.1 Directory Listings

Listings are regularly provided in connection with all classes of Exchange Service, unless the customer subscribes to Nonpublished or Nonlisted Service. The contract period for directory listings where the listing is printed in the directory is the directory period. Where the listing has not been printed in the directory, the period is one month.

A. Primary Listings

One listing, termed the Primary Listing, is provided without charge. One copy of the telephone directory for the service area in which Customer is a subscriber will be delivered to Customer within 10 days after service is installed.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF



5. PRICE LIST (continued)

5.4 Directory Services (continued)

5.4.1 Directory Listings (continued)

1. Dual Name Listings

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>	
Dual Name Listing – Business (RT)	\$3.00	\$18.00	(RT)

2. Access Service customers who order primary directory listings will be charged the regular extra listing rate as appropriate. Other types of directory listings will be provided upon request at the rates specified. (RT)

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>	
Access Service Business Listing, each (RT)	\$1.75	\$18.00	(RT)

B. Regular Extra Listings

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>	
Business extra listings, each (RT)	\$3.00	\$18.00	(RT)

C. Special Types of Extra Listings

1. Alternate Listings

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>	
Business alternate listings, each (RT)	\$3.00	\$18.00	(RT)

2. Extra Lines

The regular extra listing rate applicable in the exchange in which the listing appears applies to each extra line listing.

3. Foreign Listings

The regular extra listing rate applicable in the exchange in which the listing appears applies to each Foreign Listing.

Issue Date: November 7, 2007

Effective Date: November 9, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.

In accordance with Case No. 07-1040-TP-ATW, issued September 19, 2007

\*Currently being waived

5. PRICE LIST (continued)

5.4 Directory Services (continued)

5.4.1 Directory Listings (continued)

D. Nonpublished Exchange Service

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>
Business Nonpublished Exchange Service, each nonpublished telephone number	\$2.20	\$18.00

E Nonlisted Service

	<u>Monthly Rate</u>	<u>Non-Recurring Service Charge</u>
Business Nonlisted Service, each	2.20	18.00

5.4.2 Directory Assistance Service

A. Rates

1. Where the customer places a sent-paid direct dialed call to Directory Assistance, the charge for each call (maximum of two numbers requested) is \$1.75. (CR)
3. Where the customer places a call to the Directory Assistance attendant via an operator or has Directory Assistance Service Charges are billed to a third number; or a special billing number, the charge for each call (maximum of two requests per call) is 1.75. (CR)

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

5. PRICE LIST (continued)

5.4 Directory Services (continued)

5.4.3 Directory Assistance Call Completion

1. Rates

Directory Assistance Call Completion	<u>Rate</u>
<u>Fully-Automated DACC</u>	
- Sent-Paid Non-Coin	\$ .25
- Collect	1.65
- Bill to Third Number	1.65
<u>Semi-Automated DACC</u>	
- Sent-Paid	1.65
- Collect	1.65
- Bill to Third Number	1.65
<u>Person-to-Person</u>	3.00

5.4.4 National Listing Service

A. Service Description

National Listing Service (NLS) is a service whereby customers may request listing information for areas outside their LATA or home NPA. Requests for listings that are intraLATA or within the customers home NPA are billed under the current Directory Assistance plan as described in Section 4.6 of the Local Exchange Tariff.

Callers access NLS by dialing 1+411 or 0+411. Only calls made for listings outside the customers' local directory assistance scope as defined above will be eligible for NLS.

B. Regulations

The regulations and rates set forth below apply to all calls from customers who request assistance in determining telephone number information of national subscribers as defined in xxx. above.

The customer will be charged for each listing request made during the call. The NLS rate applies per listing request whether or not a number is provided including requests for numbers which are non-published, non-listed or not found. There are no allowances associated with NLS.

There are no exemptions from billing for requests for NLS.

Issue Date: June 27, 2007

Effective Date: July 27, 2007

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc.  
In accordance with Case No. 07-738-TP-ATA, issued June 25, 2007

5. PRICE LIST (continued)

5.4 Directory Services (continued)

5.4.4 National Listing Service (continued)

C. Rates

Charge Per Listing Request

Sent Paid Request	\$1.99	(CR)
Alternately Billed Requests	1.99	(CR)

5.5 Miscellaneous Services

5.5.1 Toll Restriction

A. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

	<u>Monthly Rates</u>	<u>Installation Charge</u>	<u>Non-Recurring Service Charge</u>
Toll Restriction, per Business line equipped (RT)	\$20.00	\$2.00	\$6.75

5.5.2 900 Call Restriction

A. Rates and Charges

The following rates and charges apply in addition to the established rates and charges for the services with which this feature is associated.

	<u>Non-Recurring Service Charge</u>
900 Call Restriction Business (2) (RT) Per Business line equipped (RT)	\$10.00(1)

- (1) Not applicable to churches, schools and charitable organizations.
- (2) Nonrecurring charges will be waived when the establishment of service is initially requested for local exchange access service, or provided on the same service order as the establishment of new local exchange access service, or when a customer who currently has the 900 Call Restriction requests the transfer of service and re-establishments of 900 Call Restriction on the same service order.

Issue Date: December 30, 2009

Effective Date: December 31, 2009

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 09-1992-TP-TRF

**Exhibit B – Revised Sheets**  
**Exhibit C – Explanation of Changes**  
**Case No. 11-2938-TP-ATA**

Local Exchange Tariff No. 1

Sheets:

Sheet No. 1 – change suite number  
Sheet No. 13 – add preferred customer discount language  
Sheet No. 44 – remove text or charges  
Sheet No. 54.1 – remove text or charges  
Sheet No. 54.2- remove text or charges  
Sheet No. 54.3 - remove text or charges  
Sheet No. 54.4 – add out of contract charge  
Sheet No. 54.5 – add missing text to terms  
Sheet No. 54.6 - remove text or charges  
Sheet No. 54.7 through 54.20 - remove text or charges  
Sheet No. 54.21 – remove tech charges  
Sheet No. 54.22 – add text to clarify description  
Sheet No. 54.27 – add text to prepaid  
Sheet No. 54.28-54.33 - remove text or charges  
Sheet No. 69 through 72 - remove text or charges  
Sheet No. 80 through 84 - remove text or charges

## **Birch Telecom of the Great Lakes, Inc. dba Birch Communications Local Exchange Services Tariff**

This Tariff, filed with the Public Utilities Commission of Ohio, contains the terms and conditions applicable to local exchange telecommunication services in the State of Ohio by Birch Telecom of the Great Lakes, Inc. dba Birch Communications (the "Company"). The Company provides exchange telecommunications services on resale and facilities-based bases. Copies of this Tariff may be inspected during normal business hours at the Company's principal place of business located at:

Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
2300 Main St. Suite 340  
Kansas City, MO 64108

(CT)

Wherever in this Tariff or its headings, the term "Company" or the name Birch Telecom of the Great Lakes, Inc. "Birch Telecom" or "Birch" appears, that shall mean and shall refer to Birch Telecom of the Great Lakes, Inc. dba Birch Communications.

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Issue Date: May 26, 2011

Effective Date: May 27, 2011

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

90-9134-TP-TRF

1. DEFINITIONS AND ABBREVIATIONS (continued)

Operator Services

Non-Automated – Where the person originating the call dials zero or a special access number (e. g., an 800/888 number), and the operator dials the number and collects billing information for completion of the call.

Semi-Automated – Where the personal originating the call dials zero or a special access number (e. g., an 800/888 number), (or 1+ calls from pay telephones), then dials the desired telephone number, and the operator collects billing information for completion of the call.

Fully Automated – Fully automated service is where the person originating the call dials zero or a special access number (e.g., an 800/888 number), then dials the desired telephone number, and then dials the service selection codes as instructed by the automated billing equipment, and the call is completed without the assistance of an operator.

Person – An individual, corporation, limited liability company, partnership, or any other entity.

Preferred Customer Discount (PCD) – A discount added to the monthly invoice and deducted from the rack rate for grandfathered products and term contract discounts.

(AT)

Remote Call Forwarding – A service whereby calls placed to a telephone number are automatically forwarded by central office equipment to another number designated by the end user. The Remote Call Forwarding number may be either a different exchange (remote) or another central office area within the same exchange (local). Additional paths may be provided to handle multiple calls to the Remote Call Forwarding number as long as there are at least an equal number of lines at the terminating end. Any toll portions of calls are billed to the Customer.

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Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

90-9134-TP-TRF

4. SERVICES (continued)

4.1 Exchange Access Lines (continued)

4.1.2 Line Status Verification and Busy Line Interrupt

A. Rates

Minimum

Maximum

4.1.3 Local Operator Assistance

A. Rates

Description

Minimum

Maximum

(1) The operator will inform the requesting caller of the charge for this service.

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Issue Date: May 26, 2011

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90-9134-TP-TRF



4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.10 Removed (RT)

(RT)

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Issue Date: May 26, 2011

Effective Date: May 27, 2011

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

90-9134-TP-TRF

4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.10 Removed Text - Business First Bundle

(RT)

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Issue Date: May 26, 2011

Effective Date: May 27, 2011

Christopher J. Bunce, Vice President Legal and General Counsel  
Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.10 Removed Text - Business First Bundle

(RT)

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Issue Date: May 26, 2011

Effective Date: May 27, 2011

Christopher J. Bunce, Vice President Legal and General Counsel  
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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line

A. BirchNet Value Line is equipped with:

Basic Business Line (1) (2)

B. Charges

1. Monthly Recurring Charges are located in Section 4.2.14.
2. Non- Recurring Charges are located in Section 4.2.14.
3. Birch Long Distance Rates for BirchNet Value Line: (3)

<u>Birch Long Distance</u>	<u>Rate per minute</u>
All Long Distance Minutes	\$.069
Out of Contract Minutes	\$.075

(AT)

- i. Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States, and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.
- ii. Toll Free service is available with this product see "Toll Free Service" in a later section for rates.

C. Optional Calling Features

Features Offered on a Usage Sensitive Basis

The Customer will be billed the Per Feature Activation Charge shown in the following table each time the feature is used by the Customer. Customers may subscribe to these features on a monthly basis to obtain unlimited use of the feature for a fixed monthly charge.

	Business
Three-Way Calling	\$1.99
Call Return	\$1.99
Repeat Dialing	\$1.99
Busy Connect (Per call, per use)	\$0.90

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line (continued)

D. BirchNet Value Line - Feature List (4) (5)

See section 4.2.19 for a list of available calling features that may be added to the Birch Value Line.

Usage Sensitive Features (USF) such as Auto Redial, Call Return or Three Way Calling may be used on a casual basis as an optional feature. Customers may subscribe to these features to obtain unlimited use of the feature. Calling Number Delivery Blocking is no charge.

E. Footnotes for BirchNet Value Line:

- (1) BirchNet Value Line is available to business customers.

All customers will be required to sign a 12, 24 or 36 month term agreement.

Early Termination Fees are calculated using the following formula:  
 $\$100 \times \text{Months Remaining}$

The termination fee will apply per location on the original contract or any subsequent renewal of the contract.

Effective upon expiration of the initial or any subsequent term, the contract discount will expire. (AT)

All term commitment discounts will be applied on the current invoice as a discount off of the standard monthly recurring charge for service. (AT)

- (2) Product may not be available in all CLLIs.

- (3) Long Distance Rates apply to all domestic 1+ direct dialed minutes of use.

Long distance is only applicable to standard outbound domestic long distance only, originating from Birch customer to the 50 US States and US territories (Puerto Rico, Guam, USVI, No. Marianas, American Samoa). All other types of calls, (Operator Assisted Long Distance calls, OS/DA, International, Toll Free, Calling Card, etc.), will be rated at standard rate according to the rate tables established for the calls.

Customer may choose to use another carrier for their long distance purposes; however, declining the Birch long distance will not reduce the package monthly rate.

- (4) The availability of certain features depends on ILEC feature availability.

- (5) An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to BirchNet Value Line. There is a maximum of 20 extensions per voicemail box.

- (6) Call Forwarding -Busy Line and Call Forwarding-Alternate Answer will be provided for customers who add a voicemail service to their BirchNet Value Line.

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.11 BirchNet Value Line (continued)

E. Footnotes for BirchNet Value Line (continued)

- (7) Caller ID with Name and Number—Caller ID with Name and Number (Caller ID) enables the terminating Customer to identify the calling party by displayed name and/or number before the call is answered. Caller ID Customers must provide and connect their own compatible CPE.

*Line blocking for the delivery of the calling name and/or number is available upon request, at no charge, to the following entities and their employees/volunteers, for lines over which the official business of the agency is conducted including those at the residences of employees/volunteers, where an executive officer of the agency registers with the Company a need for blocking; (a) private, nonprofit, tax-exempt, domestic violence intervention agencies and (b) federal, state and local law enforcement agencies. The Company shall not be liable for any claims for damages caused or claimed to have been caused, directly or indirectly, by the transmission to a Caller ID customer of a name or telephone number which the calling party or the Caller ID customer finds erroneous, offensive, embarrassing, or misleading for any reason, including but not limited to the way in which the calling party's name has been abbreviated. Telephone calling party name and/or number (CPN) information transmitted via Caller ID is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited by this Tariff. CPN will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. CPN will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator-handled calls.*

- (8) This product is no longer available for new sales.

(AT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.12 .....

(RT)

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Issue Date: May 26, 2011

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.12 .....

(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.12 .....

(RT)

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Issue Date: May 26, 2011

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 .....

(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 .....

(RT)

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Issue Date: May 26, 2011

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.13 .....

(RT)

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Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line .....

(RT)

A. Monthly Recurring Charges

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
ABRDOH79	\$36.95	\$41.95	↓
AKRNOH25	\$36.95	\$41.95	↓
AKRNOH72	\$36.95	\$41.95	↓
AKRNOH78	\$36.95	\$41.95	↓
AKRNOH86	\$36.95	\$41.95	↓
ALNCOH82	\$36.95	\$41.95	↓
ARABOH64	\$36.95	\$41.95	↓
ATWROH94	\$36.95	\$41.95	↓
BCVLOH52	\$36.95	\$41.95	↓
BCWDOH46	\$36.95	\$41.95	↓
BDFROH23	\$36.95	\$41.95	↓
BDMNOH75	\$36.95	\$41.95	↓
BEREOH23	\$36.95	\$41.95	↓
BEVLOH92	\$36.95	\$41.95	↓
BKPKOH26	\$36.95	\$41.95	↓
BKPKOH97	\$36.95	\$41.95	↓
BLBKOH84	\$36.95	\$41.95	↓
BLFSOH76	\$36.95	\$41.95	↓
BLLROH67	\$36.95	\$41.95	↓
BLNGOH35	\$36.95	\$41.95	↓
BLPROH42	\$36.95	\$41.95	↓
BMBGOH43	\$36.95	\$41.95	↓
BRFDOH44	\$36.95	\$41.95	↓
BRTNOH74	\$36.95	\$41.95	↓
BRTNOH82	\$36.95	\$41.95	↓
BRTOOH83	\$36.95	\$41.95	↓
BRVIOH42	\$36.95	\$41.95	↓
BTHSOH48	\$36.95	\$41.95	↓
BWRVOH45	\$36.95	\$41.95	↓
CATNOH45	\$36.95	\$41.95	↓
CDVLOH76	\$36.95	\$41.95	↓
CHFLOH24	\$36.95	\$41.95	(RT)

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Birch Telecom of the Great Lakes, Inc. dba Birch Communications  
In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line (continued)..

(RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
CHSGOH36	\$36.95	\$41.95	↓
CLBNOH48	\$36.95	\$41.95	↓
CLEVOH25	\$36.95	\$41.95	↓
CLEVOH42	\$36.95	\$41.95	↓
CLEVOH43	\$36.95	\$41.95	↓
CLEVOH45	\$36.95	\$41.95	↓
CLEVOH53	\$36.95	\$41.95	↓
CLEVOH62	\$36.95	\$41.95	↓
CLEVOH63	\$36.95	\$41.95	↓
CLEVOH64	\$36.95	\$41.95	↓
CLEVOH74	\$36.95	\$41.95	↓
CLHGOH32	\$36.95	\$41.95	↓
CLMBOH11	\$36.95	\$41.95	↓
CLMBOH23	\$36.95	\$41.95	↓
CLMBOH25	\$36.95	\$41.95	↓
CLMBOH26	\$36.95	\$41.95	↓
CLMBOH27	\$36.95	\$41.95	↓
CLMBOH29	\$36.95	\$41.95	↓
CLMBOH44	\$36.95	\$41.95	↓
CLMBOH47	\$36.95	\$41.95	↓
CLMBOH86	\$36.95	\$41.95	↓
CNFDOH02	\$36.95	\$41.95	↓
CNFLOH01	\$36.95	\$41.95	↓
CNSVOH82	\$36.95	\$41.95	↓
CNTMOH43	\$36.95	\$41.95	↓
CNTNOH45	\$36.95	\$41.95	↓
CNWIOH83	\$36.95	\$41.95	↓
CRBGOH85	\$36.95	\$41.95	↓
CRNGOH34	\$36.95	\$41.95	↓
CRRLOH75	\$36.95	\$41.95	↓
CSTLOH68	\$36.95	\$41.95	↓
CSTNOH62	\$36.95	\$41.95	(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, (continued) (RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
CVTPOH02	\$36.95	\$41.95	↓
CYFLOH92	\$36.95	\$41.95	↓
DANHOH28	\$36.95	\$41.95	↓
DBLNOH89	\$36.95	\$41.95	↓
DFFYOH48	\$36.95	\$41.95	↓
DLTNOH82	\$36.95	\$41.95	↓
DNFLOH67	\$36.95	\$41.95	↓
DNVLOH88	\$36.95	\$41.95	↓
DRSDOH75	\$36.95	\$41.95	↓
DYTNOH22	\$36.95	\$41.95	↓
DYTNOH23	\$36.95	\$41.95	↓
DYTNOH25	\$36.95	\$41.95	↓
DYTNOH26	\$36.95	\$41.95	↓
DYTNOH27	\$36.95	\$41.95	↓
DYTNOH29	\$36.95	\$41.95	↓
DYTNOH89	\$36.95	\$41.95	↓
ECLDOH73	\$36.95	\$41.95	↓
ECLVOHEA	\$36.95	\$41.95	↓
ECTNOH48	\$36.95	\$41.95	↓
ELVROH38	\$36.95	\$41.95	↓
ENONOH86	\$36.95	\$41.95	↓
EPLSOH42	\$36.95	\$41.95	↓
FKLNOH01	\$36.95	\$41.95	↓
FLHMOH84	\$36.95	\$41.95	↓
FLTCOH99	\$36.95	\$41.95	↓
FNDYOH42	\$36.95	\$41.95	↓
FRBNOH87	\$36.95	\$41.95	↓
FRMTOH33	\$36.95	\$41.95	↓
FSTAOH43	\$36.95	\$41.95	↓
FVPWOH88	\$36.95	\$41.95	↓
GLFROH65	\$36.95	\$41.95	↓
GLPLOH44	\$36.95	\$41.95	(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line (continued)...

(RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
GNBGOH89	\$36.95	\$41.95	↓
GNDNOH25	\$36.95	\$41.95	↓
GVCYOH87	\$36.95	\$41.95	↓
GYVLOH93	\$36.95	\$41.95	↓
HBROH02	\$36.95	\$41.95	↓
HLBOH39	\$36.95	\$41.95	↓
HLLDOH11	\$36.95	\$41.95	↓
HLRDOH87	\$36.95	\$41.95	↓
HRBGOH87	\$36.95	\$41.95	↓
HTVLOH02	\$36.95	\$41.95	↓
INDPOH52	\$36.95	\$41.95	↓
IRTNOH53	\$36.95	\$41.95	↓
JFVLOH42	\$36.95	\$41.95	↓
JMTWOH67	\$36.95	\$41.95	↓
KENTOH67	\$36.95	\$41.95	↓
KRLDOH25	\$36.95	\$41.95	↓
LCKBOH49	\$36.95	\$41.95	↓
LKWDOH52	\$36.95	\$41.95	↓
LLVLOH53	\$36.95	\$41.95	↓
LNC SOH65	\$36.95	\$41.95	↓
LND SOH66	\$36.95	\$41.95	↓
LONDOH85	\$36.95	\$41.95	↓
LRTPOH75	\$36.95	\$41.95	↓
LSBNOH42	\$36.95	\$41.95	↓
LSVLOH87	\$36.95	\$41.95	↓
LTNAOH02	\$36.95	\$41.95	↓
LWVLOH56	\$36.95	\$41.95	↓
LYTPOH25	\$36.95	\$41.95	↓
MAUMOH11	\$36.95	\$41.95	↓
MCVLOH25	\$36.95	\$41.95	↓
MDTWOH42	\$36.95	\$41.95	↓
MDVLOH94	\$36.95	\$41.95	(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, (continued)..

(RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
MEWYOH84	\$36.95	\$41.95	↓
MGDROH62	\$36.95	\$41.95	↓
MGNLOH86	\$36.95	\$41.95	↓
MMBGOH86	\$36.95	\$41.95	↓
MNC SOH88	\$36.95	\$41.95	↓
MNJTOH53	\$36.95	\$41.95	↓
MNTROH25	\$36.95	\$41.95	↓
MNTUOH27	\$36.95	\$41.95	↓
MONROH53	\$36.95	\$41.95	↓
MOTLOH25	\$36.95	\$41.95	↓
MPHGOH66	\$36.95	\$41.95	↓
MRBOOH93	\$36.95	\$41.95	↓
MRFYOH63	\$36.95	\$41.95	↓
MRSOH46	\$36.95	\$41.95	↓
MRTTOH37	\$36.95	\$41.95	↓
MSLNOH02	\$36.95	\$41.95	↓
MYCYOH76	\$36.95	\$41.95	↓
MYHGOH44	\$36.95	\$41.95	↓
NCTNOH49	\$36.95	\$41.95	↓
NHHNOH96	\$36.95	\$41.95	↓
NHLDOH49	\$36.95	\$41.95	↓
NILSOH65	\$36.95	\$41.95	↓
NINDOH48	\$36.95	\$41.95	↓
NJSNOH53	\$36.95	\$41.95	↓
NLIMOH54	\$36.95	\$41.95	↓
NLVLOH75	\$36.95	\$41.95	↓
NOLMOH77	\$36.95	\$41.95	↓
NRTNOH23	\$36.95	\$41.95	↓
NRWCOH87	\$36.95	\$41.95	↓
NVRROH87	\$36.95	\$41.95	↓
NWALOH85	\$36.95	\$41.95	↓
NWCMOH49	\$36.95	\$41.95	(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, (continued)..

(RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
NWCROH84	\$36.95	\$41.95	↓
NWLXOH34	\$36.95	\$41.95	↓
NWMLOH54	\$36.95	\$41.95	↓
NWMTOH86	\$36.95	\$41.95	↓
NWPTOH47	\$36.95	\$41.95	↓
NWRGOH59	\$36.95	\$41.95	↓
NWRMOH66	\$36.95	\$41.95	↓
NWWTOH45	\$36.95	\$41.95	↓
OLFLOH23	\$36.95	\$41.95	↓
ORGNOH69	\$36.95	\$41.95	↓
PARMOH88	\$36.95	\$41.95	↓
PATROH37	\$36.95	\$41.95	↓
PIQUOH77	\$36.95	\$41.95	↓
PNVLOH35	\$36.95	\$41.95	↓
POLDOH75	\$36.95	\$41.95	↓
PRBGOH14	\$36.95	\$41.95	↓
PRBGOH66	\$36.95	\$41.95	↓
PRHGOH47	\$36.95	\$41.95	↓
PTCHOH26	\$36.95	\$41.95	↓
RGRSOH22	\$36.95	\$41.95	↓
RIGROH24	\$36.95	\$41.95	↓
RKRVOH33	\$36.95	\$41.95	↓
RNBOOH36	\$36.95	\$41.95	↓
RPLYOH39	\$36.95	\$41.95	↓
RSVLOH69	\$36.95	\$41.95	↓
RTTWOH32	\$36.95	\$41.95	↓
RUVLOH53	\$36.95	\$41.95	↓
RVNNOH02	\$36.95	\$41.95	↓
SALMOH33	\$36.95	\$41.95	↓
SAVLOH67	\$36.95	\$41.95	↓
SBNGOH93	\$36.95	\$41.95	↓
SBVIOH26	\$36.95	\$41.95	(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line (continued)...

(RT)

A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
SBVIOH28	\$36.95	\$41.95	↓
SCLDOH72	\$36.95	\$41.95	↓
SCTNOH46	\$36.95	\$41.95	↓
SCVIOH69	\$36.95	\$41.95	↓
SDLIOH87	\$36.95	\$41.95	↓
SECLOH38	\$36.95	\$41.95	↓
SGGVOH74	\$36.95	\$41.95	↓
SGTROH92	\$36.95	\$41.95	↓
SGVLOH23	\$36.95	\$41.95	↓
SHHGOH92	\$36.95	\$41.95	↓
SHWNOH39	\$36.95	\$41.95	↓
SMRTOH74	\$36.95	\$41.95	↓
SNDSOH62	\$36.95	\$41.95	↓
SOLNOH24	\$36.95	\$41.95	↓
SPFDOH32	\$36.95	\$41.95	↓
SPFDOH39	\$36.95	\$41.95	↓
SPNTOH37	\$36.95	\$41.95	↓
SPVYOH86	\$36.95	\$41.95	↓
SSLNOH88	\$36.95	\$41.95	↓
STBOOH62	\$36.95	\$41.95	↓
STOWOH68	\$36.95	\$41.95	↓
STRTOH75	\$36.95	\$41.95	↓
SVINOH56	\$36.95	\$41.95	↓
TFFNOH44	\$36.95	\$41.95	↓
THVLOH24	\$36.95	\$41.95	↓
TLMDOH63	\$36.95	\$41.95	↓
TOLDOH21	\$36.95	\$41.95	↓
TOLDOH38	\$36.95	\$41.95	↓
TOLDOH40	\$36.95	\$41.95	↓
TOLDOH47	\$36.95	\$41.95	↓
TOLDOH53	\$36.95	\$41.95	↓
TOLDOH72	\$36.95	\$41.95	(RT)

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#### 4. SERVICES (continued)

#### 4.2 General Exchange Services (continued)

#### 4.2.14 Pricing – BirchNet Value Line, (continued)...

(RT)

## A. Monthly Recurring Charges (continued)

CLLI	BirchNet Value Line 2 or 3 Year	BirchNet Value Line 1 Year	(RT)
TOROOH53	\$36.95	\$41.95	↓
TRCYOH96	\$36.95	\$41.95	↓
TRENOH98	\$36.95	\$41.95	↓
UHVLOH92	\$36.95	\$41.95	↓
UNTWOH69	\$36.95	\$41.95	↓
UPAROH45	\$36.95	\$41.95	↓
UPAROH48	\$36.95	\$41.95	↓
UPSNOH29	\$36.95	\$41.95	↓
VNTNOH38	\$36.95	\$41.95	↓
WACHOH33	\$36.95	\$41.95	↓
WEVLOH88	\$36.95	\$41.95	↓
WHHSOH87	\$36.95	\$41.95	↓
WJSNOH87	\$36.95	\$41.95	↓
WLFYOH54	\$36.95	\$41.95	↓
WLGHOH94	\$36.95	\$41.95	↓
WLVLOH53	\$36.95	\$41.95	↓
WNCHOH69	\$36.95	\$41.95	↓
WOFDOH47	\$36.95	\$41.95	↓
WOTNOH88	\$36.95	\$41.95	↓
WSLKOH87	\$36.95	\$41.95	↓
XENIOH37	\$36.95	\$41.95	↓
YESPOH76	\$36.95	\$41.95	↓
YNTWOH74	\$36.95	\$41.95	↓
YNTWOH78	\$36.95	\$41.95	↓
YNTWOH79	\$36.95	\$41.95	↓
ZMMNOH42	\$36.95	\$41.95	↓
ZNVLOH45	\$36.95	\$41.95	↓
			↓
			↓
			↓
			↓
			(RT)

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, (continued)

B. Non-Recurring Charges

Nonrecurring charges apply to each line installed for the Customer. Nonrecurring charges are in addition to applicable service order charges contained in Section 4.1.1 of this tariff. All such charges will appear on the next bill following installation of the service.

A separate nonrecurring per line charge will apply where the Customer currently has service from the Incumbent LEC and requests an "As-Is" changeover of all current service(s) and features from the Incumbent LEC to the Company without any changes in such service or features. This Change Over Charge applies in lieu of the nonrecurring charges listed in the table below.

1. Nonrecurring charges for installation of Business lines are:

First Line (incl. first jack w/wiring)	\$130.00
Each Additional Line (incl. jack w/wiring) <sup>1</sup>	\$ 65.00
Additional Jack w/wiring at time of install	\$ 65.00
Line Installation w/ no jack or wiring	\$ 65.00

2. Service Order Charges

Service Order Charges apply for changes in service and for additions to service. Service Order Charges are in addition to all other applicable nonrecurring charges identified in this tariff.

Charge	Price
Feature Add or Change	\$10.00 per Order
Basic Service Change	\$10.00 per Order
Establishing or Re-arranging Hunting	\$10.00 per Order
Directory Listing Change	\$10.00 per Order
Invoice Change	\$25.00 per Order
Transfer of Service	\$25.00 per Order
TN Change	\$25.00 per Order
Line Signaling Change	\$25.00 per Order
Vanity Number Search	\$25.00 per Order
Establishing Dual Service	\$25.00 per Order
Expedite Service Charge (LWC/UNE)	\$50.00 per Order

(RT)  
(RT)

<sup>1</sup> Additional Line installation charges apply only when 2 or more lines are installed at the same time and at the same Customer Premises.

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4. SERVICES (continued)

4.2 General Exchange Services (continued)

4.2.14 Pricing – BirchNet Value Line, (continued)

B. Non-Recurring Charges (continued)

3. Maintenance Visit Charges

Maintenance Visit Charges apply when the Company dispatches personnel to a Customer's premises to perform work necessary for installing new service, effecting changes in service or resolving troubles reported by the Customer when the trouble is found to be caused by the Customer's facilities.

Maintenance Visit Charges will be credited to the Customer's account in the event trouble is not found in the Company facilities, but the trouble is later determined to be in those facilities. The time period for which the Maintenance Visit Charges is applied will commence when Company personnel are dispatched at the Customer premises and end when work is completed. The rates for Maintenance of Service, therefore, vary by time per Customer request.

Duration of time, per technician

Premise Work Charge	\$165.00
Initial Hour (time & materials)	\$165.00
Trouble Determination (per request)	\$100.00
No Trouble Found	\$100.00
Each Additional 15 minute increment	\$ 30.00
Initial Jack & Wiring (existing customer)	\$165.00
Each Additional Jack & Wiring (existing customer)	\$ 65.00

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4. SERVICES (continued)

4.2.17 NOW Communications Prepaid Services

A. NOW Value Line

1. NOW Value Line is equipped with:

Basic Residential Line

2. Monthly Recurring Charges:

	<u>Current Rate</u>
Per Line	\$37.95

3. Rules & Regulations:

- Miscellaneous Service Charges will apply – see Section 4.2.18 of this tariff.
- Long Distance is unavailable with this product. All Long Distance will be blocked upon setup of this service.
- Features can be purchased at “a la carte” rates – see Section 4.2.19 of this tariff. Features cannot be added/deleted during the prepaid month. Feature changes can only be submitted upon payment of the next prepaid month.
- The availability of certain features depends on ILEC feature availability.
- Caller ID Customers must provide and connect their own compatible CPE.
- Product may not be available in all CLLIs.
- An additional charge will apply when adding Birch Unified Messaging or Birch Voicemail to NOW Value Line. There is a maximum of 20 extensions per voicemail box.
- Inside Wire Maintenance can be added with this product, but only at time of install.
- There is no pro-ration or de-ration with prepay product, features and services.
- Once payment is made, it will not be refunded if disconnected before the end of the month paid.
- A Lifeline discount is available to Prepaid customers that qualify.

(AT)

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4. SERVICES (continued)

4.2.17 NOW Communications Prepaid Services (continued)

B.

(RT)

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4. SERVICES (continued)

4.2.17 NOW Communications Prepaid Services (continued)

B.

(RT)

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4. SERVICES (continued)

4.2.18

(RT)

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4. SERVICES (continued)

4.2.19

(RT)

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4. SERVICES (continued)

4.2.20

(RT)

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4. SERVICES (continued)

4.2.21

(RT)

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In accordance with Case No. 11-2938-TP-ATA filed May 13, 2011

90-9134-TP-TRF

### 5. PRICE LIST (continued)

### 5.1 Exchange Access Lines (continued)

### 5.1.2

(RT)

### 5.1.3

(RT)

Issue Date: May 26, 2011

Effective Date: May 27, 2011

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### 5. PRICE LIST (continued)

### 5.1 Exchange Access Lines (continued)

### 5.1.4

(RT)

(RT)

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### 5. PRICE LIST (continued)

## 5.2 General Exchange Services

### 5.2.2

(RT)

(RT)

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### 5. PRICE LIST (continued)

## 5.2 General Exchange Services (continued)

**Footnotes—**

(RT)

(RT)

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5. PRICE LIST (continued)

5.3 Toll Services (continued)

5.3.1

(RT)



(RT)

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### 5. PRICE LIST (continued)

#### 5.4 Directory Services (continued)

### 5.4.1

(RT)

                                

(RT)

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5. PRICE LIST (continued)

5.4 Directory Services (continued)

(RT)



(RT)



5. PRICE LIST (continued)

5.4 Directory Services (continued)

5.4.4 National Listing Service (continued)

5.5 Miscellaneous Services

(RT)

5.5.1 Toll Restriction

(RT)

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**Exhibit D**  
**Customer Notification**  
**Case No. 11-2938-TP-ATA**

Customer notifications are scheduled to be sent by bill message on June 1 through June 30 emails.

Effective with this invoice, the prices, services and descriptions and the terms and conditions for services other than local flat rate service will no longer be on file with the Public Utilities Commission of Ohio (PUCO). This modification does not result in a change in the prices, terms or conditions of your current services and Birch must still provide a customer notice at least fifteen days in advance. Additionally, you will be able to view the company's terms and conditions at [www.birch.com](http://www.birch.com).