

02-2617-CT-ACE

Buzz Telecom, Corp.
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8380 Louisiana Street
Merrillville, Indiana 46410

Ohio Tariff No. 1
Original Page 37
Issued: October 31, 2002
Effective: December 15, 2002

NETWORK SERVICES TARIFF
SECTION 2 - RULES AND REGULATIONS

2.9 Customer Service

2.9.1 General

Customer service may be contacted in writing at 8380 Louisiana Street, Merrillville, Indiana 46410. Customers may also contact Customer service by dialing a toll-free number (888-889-2671). Service representatives are available to assist with Customers inquiries from 9:00 AM to 5:30 PM (central time), Monday through Friday, excluding holidays. If a Customer calls Customer Service after hours, the call goes to an answering machine. A return call will be made the next business day. If the call is a Service emergency, a customer service representative is paged to contact the Customer. If the Customer is not satisfied with the Company's resolution of a billing inquiry, the Customer may make application to the Public Utilities Commission of Ohio, 180 E. Broad Street, Columbus, Ohio, 43215-3793, 800-686-7826, for review and disposition of the matter.

2.9.2 Billing Inquiries

Billing inquiries may be referred to the Company's Customer service organization as indicated in Paragraph 2.9.1 above.

2.9.3 Service Difficulties

Service difficulties may be referred to the Company's Customer service organization, as indicated in Paragraph 2.9.1 above.

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