

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE

4.1 Description

The following Local Service Options are offered:

Standard Residential Line

Standard Line service is offered to Residential Customers.

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.1 Description (Cont'd)

4.1.1 MCImetro Local Standard Residential Line Service

The MCImetro Local Standard Line provides a Residential customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Standard Line Service provides a line-side connections to the MCImetro switch for the connection of customer provided wiring and terminal equipment such as station sets, facsimile machines, or key systems. Each MCImetro Local Standard Line has the following characteristics:

Terminal Interface: 2-wire or 4-wire, as specified by the Customer.

Signalling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the Customer.

The MCImetro Local Standard Line optionally may be equipped with Selective Call Screening, which prevents origination of toll calls other than Collect, Calling, and Billed to Third Party Calls.

The MCImetro Local Standard Line service arrangement is based upon a distributed switching architecture. This serving arrangement incorporates a shared transmission facility engineered to a P.01 or better grade of service from the Point of Connection to the centralized switch processor.

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.1 Description (Cont'd)

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Issued under authority of M.P.S.C. Order dated February 12, 2004

Case No. U-13955

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Effective: August 1, 2021

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SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.1 Description (Cont'd)

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SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.1 Description (Cont'd)

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.1 Description (Cont'd)

4.2 Lifeline Service

A. Description

1. Lifeline Service applies reduced monthly recurring rates (as set forth in 4.3, following) for qualifying MCImetro Local Standard Residential Line Customers. The basic Lifeline monthly rate includes Standard Residential Line service with the Flat Rate usage option, as described in Section 4.6.2, following.
2. In order to be eligible for Lifeline Service, as residential customer's household income must be at or below 150% of the poverty level, as defined by the Federal Poverty Income Standards as determined by the United States Office of Management and Budget and as approved by the State Treasurer.

SECTION 4 - MCImetro LOCAL SERVICE, CONT'D

3. Lifeline Service includes the services and functionalities enumerated by the F.C.C. as follows: voice grade access to the public switched network; local usage; dual tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to operator services; access to interexchange service; access to directory assistance; and toll blocking for qualifying customers.
  4. Other services can be provided with the Lifeline Service at applicable rates and charges.
- B. Regulations
1. Regulations specified elsewhere in MCImetro's tariffs apply to Lifeline Services.
  2. Lifeline Service is available only to Residential Customers. Lifeline Service is limited to one line per household at the Customer's primary residence.
  3. Qualifying customers may pay any balance of applicable line connection charges over a four month period.
  4. A miscellaneous service charge does not apply when Lifeline service is added or discontinued to existing service if that is the only work being done.
  5. The Lifeline plan will apply after receipt and processing of a completed Company or community/government provided application, including documentation indicating that the household income meets the eligibility standards established above.
  6. Customers of Lifeline service must notify MCImetro of any changes which would affect qualification. Re-verification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline Service, the Lifeline discount would be discontinued and regular tariffed rates and charges would apply.
  7. The Company will provide, at the qualifying customer's option, toll blocking service at no charge. The Company defines toll blocking as a service provided by the Company that lets the customer elect not to allow the completion of outgoing toll calls from their telecommunications channel.

SECTION 4 - MCImetro LOCAL SERVICE, CONT'D

8. The Company will not require a service deposit in order to initiate Lifeline Service if the qualifying customer voluntarily elects toll blocking service.
9. The discount on the monthly charges for residence exchange service for qualified Lifeline customers shall be the greater of \$8.25 or 20% of the applicable regulated rate as set forth in Section 4.3. This discount includes a waiver of the end user common line charge (as described in MCImetro Access Transmission Services LLC F.C.C. No. 1) with additional credits applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.
10. The discount on the monthly charges for residence exchange service for qualified Lifeline customers 65 years of age or more shall be the greater of \$12.35 or 25% of the applicable regulated rate as set forth in Section 4.3. This discount includes a waiver of the end user common line charge (as described in MCImetro Access Transmission Services LLC F.C.C. No. 1) with additional credits applied to the end user's basic local exchange service. At no time shall the total Lifeline credit exceed the sum of the end-user common line charge and the basic local exchange rate.
11. The credit will be applied in the following order: (1) the Interstate End User Access Charge, National Exchange Carriers Associations, Inc. Tariff FCC No. 5, Access Service; (2) the balance of the credit, if any, will be applied as a credit to the Basic Standard Line Residential rate.

4.2.1 Link UP Program

A. Description

1. A discount on the line connection charges, specified elsewhere in this tariff, is also available to qualifying customers, for the installation or transfer of service from one residential premises to another.
2. In order to be eligible for the Link Up Program, a residential customer's household income must be at or below 150% of the poverty level as determined by the United States Office of Management and Budget and as approved by the State Treasurer.

B. Regulations

1. A qualifying customer may receive a reduction of half the customary charge or \$30.00, whichever is less, in the installation charges, or transfer of service charges, for connection at the customer's principal place of residence.
2. A qualifying customer may then make payments for the connection charges on a deferred schedule in which the qualifying customer does not pay interest. The interest charges not charged to the qualifying customer shall be for connection charges of up to \$200.00 that are deferred for a period not to exceed one year. Charges assessed for installation or transfer of service include any charges that



SECTION 4 - MCImetro LOCAL SERVICE, CONT'D

the Company customarily assesses to connect subscribers to the network. These charges do not include any permissible security deposit requirements.

3. A qualifying customer may choose one or both of the programs set forth in 4.2.1.B.1 and 4.2.1.B.2 above. A qualifying customer can receive the benefits of the Link Up Program for second and subsequent time only for a principal place of residence with an address different from the residence address at which the Link Up assistance was provided previously.

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.3 MCImetro Local Rates

Non-recurring and monthly recurring rates apply per MCImetro Local Service.

4.3.1 Non-Recurring Rates

The following non-recurring rates apply per MCImetro Local Service upon (a) installation of a new service; (b) transfer of an existing service to a different Point of Connection; or (c) a change from one type of service to a different type at the same or different location. Tariffed charges do not include unregulated functions such as inside wire and jack installation.

MCImetro Standard Line	CONNECTIONS	
	<u>First</u>	<u>Add'l<sup>1</sup></u>
Residential	\$40.00	\$40.00

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<sup>1</sup>Additional lines of the same type as the first line, purchased at the same time and at the same Point of Connection as the first line.

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.3 MCImetro Local Rates (Cont'd)

4.3.2 Monthly Recurring Rates

Line Charges The following monthly recurring rates apply per MCImetro Local Standard Service:

Connections (All connections include touch-tone)

MCImetro Standard Line/Residential

	<u>Month-to-Month</u>	<u>1 Yr.</u>	<u>2 Yr.</u>	<u>3 Yr.</u>	<u>5 Yr.</u>
Flat	\$12.70	\$12.38	\$12.07	\$11.74	\$11.43
Measured	\$ 9.90	\$ 9.65	\$ 9.40	\$ 9.10	\$ 8.41

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.3 MCImetro Local Rates (Cont'd)

4.3.2 Monthly Recurring Rates (Cont'd)

Early Termination Penalty

If the customer terminates their term plan prior to its completion, the customer will be responsible for reimbursing MCImetro for 65 % of the connection charges (including the Federal Line Charge) for the number of months remaining on the term plan contract.

4.4 Local Message Charges

Except as provided in section 4.6 of this tariff for residential Customers, a local message charge as stated below applies to each completed call within the Customer's Local Calling Area, regardless of distance, duration, or time of day:

	<u>Per Call</u>	<u>Monthly Local Call Usage</u>	<u>Retroactive Volume Discounts</u>
Residential Customers	\$ .06	\$1,000 +	5%

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.5 Interzone Message Charges

Basic Rate Schedule - Applies to each Interzone Call and to all time periods

\$ . 10 per minute  
30 second call minimum,  
6 second increments

4.6 Residential Service Options

Residential Customers may order local calling service under either of the following options:

4.6.1 Measured Service Option

Customers electing this option may make local calls, up to the allowance set forth below, at no additional charge. Local Message charges as set forth in 4.4 preceding, apply to calls in excess of this allowance.

Monthly Allowance	50 calls
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This call allowance is applied per line, per month. Unused calls, or calls over the allowance on any line, may not be carried over to another month or transferred to another line when two or more lines are consolidated for billing purposes.

4.6.2 Flat Rate Option

The monthly rate for Flat Rate residence service entitles the Customer to 400 outgoing calls per month within the Local Service Area, without additional charge. This call allowance is applied per line, per month. Unused messages, or messages over the allowance on any line, may not be carried over to another month or transferred to another line when two or more lines are consolidated for billing purposes.

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.6 Residential Service Options (Cont'd)

4.6.2 Flat Rate Option (Cont'd)

Each call within the Local Service Area in excess of the 400 call allowance is subject to Local Message charges as set forth in 4.4, preceding, except in the following cases:

- a. Upon sufficient notice to MCImetro, a customer who has reached the age of 60 years or more, or who is handicapped, as defined by Section 102(g) of PA 179, 1991, is exempt from the 400 calls per month limitation and may receive a flat rate allowing unlimited calls per month.
- b. Upon sufficient notice to MCImetro, a customer who is voluntarily providing a service for an organization classified by the Internal Revenue Service as a Section 501(c)(3) or (19) organization, or a congressionally chartered veterans organization, or their duly authorized foundations, is exempt from the 400 calls per month limitation.

4.7 Reserved for Future Use

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.7 Reserved for Future Use (Cont'd)

SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

4.7 Reserved for Future Use (Cont'd)

4.8 Promotional Waivers - Non-Recurring Charges

Non-recurring service charges for the services listed in this section may be waived by the Company for promotional purposes, for periods not to exceed one year. Customer orders for the service which are completed or taken during the promotional period will qualify for the service charge waiver.



SECTION 4 - MCImetro ACCESS TRANSMISSION SERVICES LLC LOCAL SERVICE (CONT'D)

SECTION 5 - DESCRIPTION OF ZONE SERVICE AREAS

A map and description of the Lansing, Traverse City, Grand Rapids, Holland and Zeeland Exchange Areas and associated Zone Service areas for Ada, Alto, Byron Center, Caledonia, Dorr, Dutton, Grand Rapids, Grattan, Hudsonville, Jamestown, Lowell, Marne, Moline, Rockford and Sparta are provided on the accompanying tariff pages.

