

12. SMALL BUSINESS SERVICE¹

- A. Application of Small Business Service: Small Business service is defined as service that is furnished primarily or substantially of a business professional, institutional, or otherwise occupational nature. The Company reserves the right to disconnect customer's Small Business service upon appropriate customer notification if it is determined that usage is not consistent with normal business applications.
- B. Rates and Charges: Usage charges are based on local usage. Chargeable time for the customer shall begin when the called party answers and shall end upon disconnection by either party. Local calls are billed on a per call basis unless otherwise indicated. Calls are rounded to the next higher full minute. If the computed charge includes a fraction of a cent, the fraction is rounded to the nearest whole cent. Per-call calls will be charged according to the rate period the call originates in.
- C. All small business service set forth in this Section of this tariff is available to those consumers who currently do not have service with any other service provider and to those consumers who have service on lines with Ameritech or with MCImetro or another carrier who provisions service either via resale of Ameritech services or via UNE-Platform service provided by Ameritech.
- D. For the purpose of this tariff, Interzone calls are as defined in Michigan Bell Tariff M.P.S.C. 20R, Part 4, Section 2, Sheet 7 through Sheet 12. Interzone calls are not local calls.

12.1 Service Offerings

12.1.1 Business B1²

Business B1 is an outbound and inbound Dial 1 service available to small business customers. Customers may select one offering as described below. Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion Federal Service or to companion State Service.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

¹ Effective October 1, 2019, the Company will no longer offer local exchange service to new Small Business customers as described in this section (Section 12, Small Business Service). Also effective October 1, 2019, existing small business customers currently subscribed to any of the Company local exchange service offerings described in this section (Section 12, Small Business Service) will no longer be able to move, add to, or change the service to which they are subscribed.

² Effective January 1, 2003, Business B1 will no longer be available to new subscribers.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.1 Business B1 (Cont'd)¹

Customers receive the following features on their primary line, where facilities are available: Call Waiting, Call Waiting ID, Caller ID, 3-Way Calling, Call Forwarding Variable, and Speed Calling 30¹. Customers will receive Block 900 & 976 with this service at no additional charge.

Customers receive the following features on their primary line, where facilities are available: Call Waiting, Call Waiting ID, Caller ID, 3-Way Calling, Call Forwarding Variable, and Speed Calling 30¹. Customers will receive Block 900 & 976 with this service at no additional charge.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

¹ Effective November 1, 2013, Speed Dial 8 is no longer available. Existing customers receiving Speed Dial 8 service as part of their Business B1 service will receive Speed Dial 30 service in its place. For new customers of local small business service, Speed Dial 30 service is available only on request.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.1 Business B1 (Cont'd)¹

Monthly Recurring Charges

Offering A:	\$ 49.99
Offering B:	\$ 60.99
Offering C:	\$ 74.99
Offering D:	\$ 99.99
Offering E:	\$199.99

Customers may elect one of the Offerings available under this service:

Offering A: For a monthly recurring charge as specified above, Customers will receive an allotment of up to 3,000 minutes per month of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment. Customers will also receive long distance service as described in Offering A of Business B1 service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering B: For a monthly recurring charge as specified above, Customers will receive an allotment of up to 3,000 minutes per month of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment. Customers will also receive long distance service as described in Offering B of Business B1 service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering C: For a monthly recurring charge as specified above, Customers will receive an allotment of up to 3,000 minutes per month of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment. Customers will also receive long distance service as described in Offering C of Business B1 service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering D: For a monthly recurring charge as specified above, Customers will receive an allotment of up to 3,000 minutes per month of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment. Customers will also receive long distance service as described in Offering D of Business B1 service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering E: For a monthly recurring charge as specified in this tariff, Customers will receive an allotment of up to 3,000 minutes per month of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment. Customers will also receive long distance service as described in Offering E of Business B1 service as described in MCI WorldCom Communications, LLC, MPSC Tariff No. 1R and <http://www.mci.com/service/>.

¹Effective January 1, 2003, Business B1 will no longer be available to new subscribers.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.1 Business B1 (Cont'd)¹

Termination: The following provisions will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For customers who disconnect from Business B1 service under this tariff, the companion small business service offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B1 Service under this tariff, will terminate. Customers will then default to Business B1-A Long Distance service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion residential service under <http://www.mci.com/service/>.
- 2) For customers who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, the companion small business service offering under <http://www.mci.com/service/>, Business B1 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B1 Service under this tariff will terminate. Customers will then default to Business Service A under this tariff.

¹Effective January 1, 2003, Business B1 will no longer be available to new subscribers.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.2 Business B1 Multiline Service¹

Business B1 Multiline Service is available to Small Business customers who enroll in Business B1 Service as described in this tariff and who have an additional line or lines on their account.

Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to Business B1 service as offered in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion interstate or intrastate long distance service.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Customers will receive the following service in addition to the service described for Business B1 service as set forth in this tariff. Customers will receive an allotment of up to 3,000 minutes per line of local usage on each additional line on customer's account. Customers having total local usage on their account that exceeds the amount of the 3,000-minute allotment multiplied by the number of lines will be charged \$0.02 per minute for local usage over this amount. Customers will also receive long distance service as described in Business B1 service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. The Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service at no additional charge.

Monthly Recurring Charge: \$29.99

¹Effective January 1, 2003, Business B1 Multiline Service will no longer be available to new subscribers.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.2 Business B1 Multiline Service (Cont'd)¹

Termination: The following provision will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

For customers who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, or Business B1 Service under this tariff, and customer's additional line or lines remain on the account, then the Company will reclassify one of the additional lines as Customer's new primary line with Business B1 Service.

¹Effective January 1, 2003, Business B1 Multiline Service will no longer be available to new subscribers.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.3 Business Service A¹

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Business B1 service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

For a monthly recurring charge as specified in this tariff, Customers will receive an allotment of up to 3,000 minutes of local usage. Customers having local usage in excess of this allotment will be charged \$0.02 per minute for local usage over the allotment.

Customers receive the following features on their primary line, where facilities are available: Call Waiting, Call Waiting ID, Caller ID, 3-Way Calling, Call Forwarding Variable, and Speed Calling 30². Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service A charge. Customers who have selected MCI WorldCom as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

The Company reserves the right to discontinue offering the service and grandfather existing customers on one day's notice to the Commission, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Monthly Recurring Charge: \$44.99

¹ Effective January 1, 2003, Business Service A will no longer be available to new subscribers.

² Effective November 1, 2013, Speed Dial 8 is no longer available. Existing customers receiving Speed Dial 8 service as part of Business Service A will receive Speed Dial 30 service in its place. For new customers of local small business service, Speed Dial 30 service is available only on request."

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service

Business B2 Service is an outbound and inbound Dial 1 service available to small business customers. Customers may select one offering as described below. Customers who subscribe to this service must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to this service as offered in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

A monthly recurring charge will apply to this service. This charge is identical to and shall not be in addition to any monthly recurring charge applicable to companion service offered in <http://www.mci.com/service> and MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below. MCI WorldCom customers will be charged the intraLATA and long distance rates as specified in the companion long distance service as set forth in <http://www.mci.com/service> and MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

This service is only available for up to fifteen (15) lines per account. By subscribing to this service, Customer understands that use of this service is restricted in the following manner: (i) at any given time, Customer may only place as many concurrent calls as it has purchased individual lines; (ii) Customer may not utilize auto-dialers or any similar type of device in connection with the service; (iii) Customer may not utilize the service in any call center environment or in connection with any similar such application; (iv) Customer may not resell the services in any manner, including but not limited to as a wholesaler or aggregator; and (v) Customer may not utilize the service for excessive non-voice applications (including but not limited to dial-up internet service or facsimile service).

Customer expressly acknowledges that any violation of the foregoing restrictions on its use of the service will result in an additional line charge (equal to the monthly recurring charge of the Offering on customer's primary line which customer has selected under this service) per line per month and/or the immediate termination of the service by the Company at the Company's discretion, upon appropriate customer notification.

Customers receive the following features on their primary line, where facilities are available: Caller ID with Name & Number, Call Waiting, Call Forwarding Variable, 3-Way Calling, and Speed Dial 30 ¹. Customers will receive Block 900 & 976 with this service at no additional charge.

¹ Effective November 1, 2013, Speed Dial 8 is no longer available. Existing customers receiving Speed Dial 8 service as part of their Business B2 service will receive Speed Dial 30 service in its place. For new customers of local small business service, Speed Dial 30 service is available only on request.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Business B2 Multiline Service Option 1: Business B2 Multiline Service Option 1 is available to Small Business customers who enroll in one of the Offerings under Business B2 Service as described in this tariff and who have up to fourteen (14) additional lines on their account, in addition to customer's primary line. Customers who subscribe to Business B2 Multiline Service Option 1 must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to Business B2 Integrated Service as offered in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

A monthly recurring charge per additional line will apply to Business B2 Multiline Service Option 1. Customers will receive the following service in addition to the service described for Business B2 Service as set forth in this tariff: Customers will receive unlimited local usage on each additional line on their account. Customers will also receive long distance service as described in Business B2 Integrated Service as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>. Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. The Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service for each additional line at no additional charge.

Business B2 Multiline Service Option 2: Business B2 Multiline Service Option 2 is available to Small Business customers who enroll in Offering A under Business B2 Service as described in this tariff and who have up to fourteen (14) additional lines on their account, in addition to customer's primary line. Customers who subscribe to Business B2 Multiline Service Option 2 must 1) select and designate MCImetro as its Local Exchange Carrier (LEC) and MCI WorldCom as both its Interexchange Carrier (IXC) for interstate and intrastate calling and as its intraLATA toll provider for intraLATA toll calling and 2) concurrent with enrollment in this plan, customers must also enroll in the companion service offered in <http://www.mci.com/service> and must subscribe to Business B2 Integrated Service as offered in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R.

A monthly recurring charge per additional line will apply to Business B2 Multiline Service Option 2. Customers will receive the following service in addition to the service described for Business B2 service as set forth in this tariff Customers of Business B2 Multiline Service Option 2 will receive a per-minute rate of \$0.02 for local exchange usage on each additional line on their account. Customers will also receive long distance service as described in Business B2 Multiline Service Option 2 on each additional line as described in MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>. Customers may also select either the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. For Customers subscribing to Offering A or Offering B of Business B2 Service, the Feature Value Pak and the CID Feature Value Pak are not available for service on Customer's primary line. Customers will receive Block 900 & 976 with this service for each additional line at no additional charge.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Termination: The following provision will apply to customers who continue to maintain a Company account and who do not elect to subscribe to other service offerings under this tariff:

- 1) For customers of Offerings A or B of Business B2 Service, who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then default to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/>.
- 2) For customers of Business B2 Service, who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will default to the intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/> to which they were subscribed at the time of enrollment in Business B2 Service.
- 3) For customers of Offering C of Business B2 service under this tariff who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then default to Small Business Long Distance Plan C service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/>.
- 4) For customers of Offerings A or B of Business B2 Service who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R or II) from intraLATA service only under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will default to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for intraLATA service. Customers terminating from intraLATA service will default to Business Service B under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for interLATA service and its companion interstate service under <http://www.mci.com/service/>.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Termination (Cont'd):

- 5) For customers of Offerings A or B of Business B2 Service who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R or II) from intraLATA service only under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then default I) to Business Service B under this tariff, for local exchange service; and II) to the intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R to which they were subscribed at the time of enrollment in Business B2 Service, for intraLATA service. Customers terminating from intraLATA service will default to Business Service B under this tariff for local exchange service and to the intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/> to which they were subscribed at the time of enrollment in Business B2 Service.
- 6) For customers of Offering C of Business B2 Service who were not previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R or II) from intraLATA service only under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then default to Business Service C under this tariff for local exchange service and to Small Business Long Distance Plan C service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for intraLATA service. Customers terminating from intraLATA service will default to Business Service C under this tariff for local exchange service and to Small Business Long Distance Plan C service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for interLATA service and its companion interstate service under <http://www.mci.com/service/>.

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Termination (Cont'd):

- 7) For customers of Offering C of Business B2 Service who were previously enrolled in Small Business Long Distance Plan A, Small Business Long Distance Plan B, or Small Business Long Distance Plan C service, and who disconnect either I) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R or II) from intraLATA service only under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers terminating from both interstate and interLATA service will then default I) to Business Service C under this tariff, for local exchange service; and II) to the intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R to which they were subscribed at the time of enrollment in Business B2 Service, for intraLATA service. Customers terminating from intraLATA service will default to Business Service C under this tariff for local exchange service and to the intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/> to which they were subscribed at the time of enrollment in Business B2 Service.
- 8) For customers of Offerings A or B of Business B2 Service who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers will then default to Business Service B under this tariff.
- 9) For customers of Offering C of Business B2 Service who disconnect both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers will then default to Business Service C under this tariff.
- 10) For all customers of Business B2 Service who disconnect their primary line either from interstate service under <http://www.mci.com/service/>, intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, or Business B2 Service under this tariff, and customer=s additional line or lines remain on the account: The Company will reclassify one of the additional lines as Customer=s new primary line with Business B2 Service.
- 11) For customers of Business B2 Service who enroll in Business B2 Multiline Service Option 2 and who disconnect any of their additional lines from local exchange service under this tariff: The companion small business service offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate. Customers will then be automatically re-subscribed to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/>.

Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Edwin Reese, Tariff Administrator
1300 I Street NW, Suite 400w
Washington, DC 20005

Effective: August 1, 2021

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Edwin Reese, Tariff Administrator
1300 I Street NW, Suite 400w
Washington, DC 20005

Effective: August 1, 2021

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.5 Business Service B

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Offering A or Offering B of Business B2 Service under this tariff who disconnect their long distance and/or intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage.

Customers receive the following features on their primary line, where facilities are available: Caller ID, Call Waiting, Call Forwarding Variable, Three-Way Calling and Speed Dial 8. Customers with additional lines will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each additional line. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service B charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Monthly Recurring Charges:

Primary Line:	\$60.99
Each Additional Line:	\$50.99

Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Effective: August 1, 2021

Edwin Reese, Tariff Administrator
1300 I Street NW, Suite 400w
Washington, DC 20005

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.6 Business Service C

Customers must contact a Company representative to enroll in this service; this service is only available to customers previously enrolled in Offering C of Business B2 Service under this tariff who disconnect their long distance and intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage.

Customers will continue to receive the Feature Value Pak or the CID Feature Value Pak as described in this tariff for each line on the account. Customers will be charged the monthly recurring charges for those feature packages as described in this tariff for each additional line for which they are selected. Customers will receive Block 900 & 976 with this service at no additional charge.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service C charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

The Company reserves the right to discontinue offering the service and grandfather existing customers, in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Monthly Recurring Charges:

Primary Line: \$53.99
Each Additional Line: \$50.99

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.7 Business Service D

Customers must contact a Company representative to enroll in this service; this service is only available to customers enrolled Business B2 Multiline Service Option 2 under this tariff who disconnect any of their additional lines from their long distance and/or intraLATA service under <http://www.mci.com/service> and MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

For a monthly recurring charge as specified in this tariff, Customers will receive a per-minute rate of \$0.02 for local usage on each additional line.

Touch tone calling is included in the monthly fee. The following are not included in the monthly recurring charge: non-recurring charges, operator assistance, directory assistance, directory listing options, interstate line charge, blocking options, taxes, surcharges, per use charges and custom calling features not included in the list below.

IntraLATA calls are not included in the monthly Business Service D charge. Customers who have selected MCI as their primary intraLATA exchange carrier will be charged the intraLATA rates as specified in MCI Communications Service, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R.

The Company reserves the right to discontinue offering the service and grandfather existing customers in the event that 1) facilities are not available to the Company to adequately provide the service, and 2) such lack of facilities is the result of the failure of any carrier (from whom the Company is securing facilities to provide the service) to provide adequate service to the Company.

Monthly Recurring Charge: \$43.99

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Customers may elect one of the Offerings available under this service:

Offering A: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering A of Business B2 Integrated service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering B: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Offering B of Business B2 Integrated Service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Offering C: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local service. Customers will also receive long distance service as described in Offering C of Business B2 Integrated Service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Block-of-Time Offering 1: For a monthly recurring charge as specified in this tariff, Customers will receive unlimited local usage. Customers will also receive long distance service as described in Block-of-Time Offering 1 of Business B2 Integrated service as described in MCI Communications Services, Inc. d/b/a Verizon Business Services, M.P.S.C. No. 1R and <http://www.mci.com/service/>.

Monthly Recurring Charges

Business B2 Service - Primary Line:

Offering A:	\$85.99
Offering B:	\$65.99
Offering C:	\$53.99
Block-of-Time Offering 1:	\$73.99

Business B2 Multiline Service Option 1 - Per Additional Line:

Offering A:	\$70.99
Offering B:	\$50.99
Offering C:	\$50.99
Block-of-Time Offering 1:	\$58.99

Business B2 Multiline Service Option 2 - Per Additional Line:

Offering A:	\$38.99
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Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Effective: August 1, 2021

Edwin Reese, Tariff Administrator
1300 I Street NW, Suite 400w
Washington, DC 20005

12. SMALL BUSINESS SERVICE

12.1 Service Offerings (Cont'd)

12.1.4 Business B2 Service (Cont'd)

Termination (Cont'd):

- 12) For customers of Business B2 Service who enroll in Business B2 Multiline Service Option 2 and who disconnect any of their additional lines either i) from interstate service under <http://www.mci.com/service/> and from interLATA service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R or ii) from intraLATA service only under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate for the disconnected line or lines. For each disconnected line, customers terminating from both interstate and interLATA service will then be automatically re-subscribed to Business Service D under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for intraLATA service. Customers terminating from intraLATA service will be automatically re-subscribed to Business Service D under this tariff for local exchange service and to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for interLATA service and its companion small business interstate service under <http://www.mci.com/service/>.
- 13) For customers of Business B2 Service enrolling in Business B2 Multiline Service Option 2 who disconnect any of their additional lines both from interstate service under <http://www.mci.com/service/> and from intrastate service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R: The companion small business service offering under <http://www.mci.com/service/>, Business B2 Integrated Plan under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R, and Business B2 Service under this tariff will terminate. Customers will then be automatically re-subscribed to Business Service D under this tariff.
- 14) For new customers of Business B2 Service who subscribe to Block-of-Time Offering 1 who disconnect from local exchange service as described in this tariff, Business B2 Service under this tariff, as well as Business B2 Integrated Service under this tariff and <http://www.mci.com/service/>, will terminate, and customers will then be automatically re-subscribed to Small Business Long Distance Service D under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R for long distance service, except in the following instance: New customers of Business B2 Service who subscribe to Block-of-Time Offering 1 and who i) have more than one line on their account for Business B2 Service, ii) have enrolled in Block-of-Time Offering 1 on at least one line, but not all lines, of that account, and iii) who disconnect from local exchange service under this tariff: The companion small business long distance offering under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and <http://www.mci.com/service/>, as well as Business B2 Service under this tariff, will terminate, and customers will then be automatically re-subscribed to Small Business Long Distance Plan B service under MCI WorldCom Communications, LLC, M.P.S.C. No. 1R and its companion small business service under <http://www.mci.com/service/> for all lines on the account. All other termination scenarios above as applied to customers of Offering A of Business B2 Integrated Service shall apply to customers of Block-of-Time Offering 1 of Business B2 Integrated Service.

12. SMALL BUSINESS SERVICE

12.2 Operator Services¹

Busy Line Verification: Operator verifies that a line is busy. Verification charges do not apply in the case of designated emergency numbers or when the operator does not determine that a conversation took place. A per call charge applies.

Busy Line Interrupt: Operator interrupts a conversation in progress to ascertain willingness to establish conversation with an alternate party. A per call charge applies. Call interruption charges do not apply when the interruption is for calls to designated emergency numbers

Person-to-Person Call: A service where the person originating the call specifies to the operator a particular person to be reached. Person-to-Person can be billed to a calling card, billed to a third number or billed as collect. A per-call charge applies.

3rd Number Billing Call-Operator Assisted:* A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers. A per-call charge applies.

Collect-Operator Assisted: Provides the customer with the capability to charge a call to the called party. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement. A per-call charge applies.

Station-to-Station-Operator Assisted: Calls completed with the assistance of an operator to a particular station. The call may be billed to the called party. A per-call charge applies.

Collect-Mechanized/Automated: Provides the customer with the capability to charge a call to the called party without personal operator assistance. On the announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the announcement.

3rd Number Billing-Mechanized/Automated: A billing arrangement by which a message may be charged to an account associated with a number other than the originating or terminating numbers without personal operator assistance.

Operator Assisted-Sent Paid: Includes all calls where the person originating the call pays for the call by having the call billed to the originating phone number and calls from pay phones when the caller pays for the call by depositing coins.

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from charges for Operator Services.

* This service is not available to customers subscribing to Small Business Service on or after April 13, 2003.

¹ Effective on or after October 1, 2016, MCImetro Access Transmission Services LLC, will no longer offer Busy Line Verification or Interrupt, Person-to-Person, 3rd Number Billing, or Collect call operator services to customers whom MCI serves as a local exchange service carrier who reside in areas in which local exchange service is provided by any affiliate or subsidiary of AT&T not subject to MCI's applicable tariffs, online catalog schedules, General Service Agreement, and/or other communication from MCI regarding rates, terms and conditions of MCI service.

12. SMALL BUSINESS SERVICE

12.2 Operator Services (Cont'd)

12.2.1 Operator Services Charges:¹

Busy Line Verification:	unregulated
Busy Line Interrupt:	unregulated
Person-to-Person Call:	unregulated
3 rd Number Billing Call-Operator Assisted:*	unregulated
Collect-Operator Assisted:	unregulated
Station-to-Station-Operator Assisted:	unregulated
3 rd Number Billing-Mechanized/Automated:	unregulated
Collect-Mechanized/Automated:	unregulated
Operator Assisted-Sent Paid	unregulated

12.3 Directory Assistance/Directory Assistance Call Completion

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator. One request may be made on each directory assistance call. The Directory Assistance charge applies to each call regardless of whether or not the Directory Assistance operator is able to furnish the requested telephone number.

Directory Assistance Per call charge: \$0.95

Customers may request the Directory Assistance operator to complete a call to the last number requested on that particular Directory Assistance call. The customer will be charged a usage rate in accordance with the Company Local Exchange Service to which the customer is presubscribed for completed calls.

Directory Assistance Call Completion Per Call Charge: unregulated

Qualified customers who are unable to use a telephone directory because of physical disabilities will be exempt from the per call charge for Directory Assistance/Directory Assistance Call Completion.

Customer may make two (2) calls before Directory Assistance charges are applied.

* This service is not available to customers subscribing to Small Business Service on or after April 13, 2003.

¹Charges will be levied as billing becomes available.

12. SMALL BUSINESS SERVICE

12.4 Directory Listings Options and Types

Main Business Listing: This listing consists of the business name, a designation descriptive of the customer's business if not self-explanatory, the address, and the business telephone number.

Business Additional Listing: Additional name(s) listed for same telephone number as the main listing. Additional listing is in the White Pages only. Only one additional business listing is allowed per customer.

Additional Main Listing: Additional telephone number listing for the same business.

Non-Listed: The customer's telephone number is not listed in the telephone directory, but is available through Directory Assistance.

Non-Published Listing: The customer's telephone number is not listed in the telephone directory and is not available to requesters through directory assistance.

Primary Straight Line Under Listing.* A Straight Line Under (SLU), or a caption setup, is used to group an end user's listings to avoid repeating the end user's name. Listing names must be identical. An SLU starts with the straight line listing which includes name, address and telephone number and associated listings are indented underneath the main listing. This is commonly referred to as a Straight Line with Indent or an indent setup. This listing is in the white-pages section of the directory only.

Primary Caption Listing.* A Primary Caption has a header in which no address or telephone number is shown and all associated listings are indented under the header. This listing is in the white-pages section of the directory only.

Multi-Ring Listing: Supports situations where there are multiple (2 or 3) phone numbers assigned to a single party line with distinctive ringing patterns. Available only to customers electing Listed or Non-Listed options. Customers must subscribe to Multi-Ring 2 or Multi-Ring 3 as set forth in the Features and Options section of this tariff.

12.4.1 Directory Listing Options and Types Monthly Recurring Charges

Main Business Listing:	No charge; customers receive a free Yellow Page listing and a free White Page listing
Business Additional Listing:	unregulated
Additional Main Listing:	unregulated
Non-Listed:	unregulated
Non-Published Listing:	unregulated
Primary Straight Line Under Listing:*	unregulated
Primary Caption Listing:*	unregulated
Multi-Ring Listing:	unregulated

* These directory listing options are not available to customers subscribing to Small Business Service on or after April 13, 2003.

12. SMALL BUSINESS SERVICE

12.5 Other Small Business Non-Recurring Charges

These charges are non-recurring and apply to various customer requests for connecting, moving or changing service. These charges are in addition to all other scheduled rates and charges that would normally apply.

<u>Option</u>	<u>Non-Recurring Charge</u>
Line Connection Fee:*	\$40.00
Service Restoral Charge:	\$30.00
Telephone Number Change Charge:	\$20.00
Returned Check Charge:	unregulated
Directory Listing Change Charge:	\$12.00
Service Order Charge:**	\$12.00
Call Detail Report:***	unregulated
Duplicate Invoice (per invoice copy):***	unregulated
Hunting Installation Charge:***	unregulated
Hunt Group Change Charge:***	unregulated
Installation Dispatch:	\$50.00
Blocking Setup Charge:****	\$30.50
InterLATA/IntraLATA PIC Change Charge	\$ 1.25
Facilities Move Charge ¹	\$250.00

* Existing customers of Small Business Service under this tariff will receive a waiver of this charge.

** Customers of Small Business Service under this tariff will receive a waiver of this charge.

*** These non-recurring charges are not available to customers subscribing to Small Business Service on or after April 13, 2003.

**** Applies only to customers selecting Toll Blocking and Complete Blocking for Caller ID after initial installation.

12.6 Blocking Features

Block 900 & 976: Blocks the following outgoing calls from a customer's line. Blocks: 976, 1+976, 1+900

Toll Blocking: Prevents unwanted or unauthorized outbound long distance and toll calls.

Block Collect Calling: Prohibits the operator from connecting and charging collect calls to a customer's line.

Block Third Party Calling: Prohibits operators from charging 3rd party calls to the subscriber's line.

Selective Caller ID Blocking (Per Call Block): Allows the customer to block the transmission of their name and telephone number by dialing code *67.

Block 900: Blocks all outgoing calls to 900 numbers.

Block 976: Blocks all outgoing calls to 976 numbers.

Block Three Way: This features restricts the customer from using pay per use Three Way Calling.

Block Calling Party Pays: Allows landline end users to block their line from making calls to cellular, paging subscribers of Calling Party Pays.

¹This charge applies to a move or rearrangement, at the customer's request, of the point of interconnection between the Telephone Company communications facilities and terminal equipment, protective apparatus, or wiring at a subscriber's premises.

12. SMALL BUSINESS SERVICE

12.6 Blocking Features (Cont'd)

Block Call Return: Prohibits the customer from being capable of using the per-use Call Return feature.

Block Call Trace: Prohibits the customer from being capable of using the per-use Call Trace feature.

Block Collect and Third Party Calling: Prohibits the operator from connecting and charging collect and 3rd party calls.

Block Repeat Dialing: Prohibits the customer from using the Repeat Dialing monthly feature shown in Features and Options below. Cannot be selected with Repeat Dialing.

Complete Blocking for Caller ID (Per Line Block): Allows a customer to prevent delivery of their telephone number, on all outgoing calls, to a called party who subscribes to a Caller ID service.

Block Name and Number Delivery: This feature restricts customer from using pay per use Block Name and Number Delivery

Block International: Prohibits the operator from connecting and charging collect calls to a customer's line

12.6.1 Blocking Features Monthly Recurring Charges: The following blocking features are available to customers of Small Business Service subscribing to service prior to April 13, 2003:

Block 900 and 976:	\$0.00
Toll Blocking:	unregulated
Block Collect Calling:	unregulated
Block Third Party Calling:	unregulated
Selective Caller ID Blocking:	unregulated

12.6.2 Blocking Features Monthly Recurring Charges: The following blocking features are available to customers

Complete Blocking for Caller ID:	unregulated
Block 900:	\$0.00
Block 900 and 976:	\$0.00
Block Call Return:	unregulated
Block Call Trace:	unregulated
Block Collect & Third Party Calling:	unregulated
Block Collect Calling:	unregulated
Toll Blocking (Per Line):	unregulated
Block Repeat Dialing:	unregulated
Block Third Party Calling	unregulated
Selective Caller ID Blocking:	unregulated
Block 976:	\$0.00
Block Three Way:	unregulated
Block Calling Party Pays:	unregulated
Block Name and Number Delivery	unregulated
Block International:	unregulated

Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Effective: August 1, 2021

Edwin Reese, Tariff Administrator
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12. SMALL BUSINESS SERVICE

12.7 Features and Options

12.7.1 The following features are available on customer's primary or additional lines for customers subscribing to Small Business Service on or after April 13, 2003. For customers subscribing to Small Business Service prior to April 13, 2003, the following features only are available: Call Forwarding Variable, Call Waiting, Caller ID-Name and Number, Call Waiting ID-Name and Number, Speed Calling 8 ¹, and Three Way Calling; these features may be included on customer's primary line only.

Anonymous Call Rejection (ACR): Rejects incoming calls that have been marked private or anonymous.

Call Forwarding Variable: Automatically routes incoming calls to a designated answering point, regardless of whether the user's station is idle or busy.

Call Waiting: When on a call, Call Waiting alerts the customer with a special tone that another call is waiting. It allows the waiting call to be answered without disconnecting from the existing call. Allows switching between the calls whenever desired. Allows either call to be ended at any time. The customer has the ability to disable and reactivate the feature at will.

Caller ID - Name and Number: This feature enables the customer to view on a display unit the Directory Name and Directory Number on incoming telephone calls. A maximum of 15 characters is allowed for transmission of the calling party name. When Caller ID - Name and Number is activated on a customer's line, the Directory Name and Directory Number on incoming calls will be displayed on the called Customer Provided Equipment (CPE) during the first long silent interval of the ringing cycle. The date and time of the call is also transmitted to the Caller ID - Name and Number customer. Caller ID - Name and Number also includes Anonymous Call Rejection (ACR). Utilization of the full capabilities of Caller ID- Name and Number requires the use of an Analog Display Services Interface (ADSI) - compatible telephone at the customer's premises. The installation, repair and the technical capability of the ADSI-compatible CPE to function in conjunction with the features specified herein is the responsibility of the customer. Customers selecting this feature will also receive the Anonymous Call Rejection feature at no additional charge.

Call Waiting ID - Name and Number: When the customer is on the phone and receives another call, Call Waiting Id displays the name and number of the incoming caller.

Speed Calling – 8 ¹: This provides for the calling of pre-selected telephone numbers by dialing an abbreviated code for up to 8 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed.

Three Way Calling: Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a Three Way Call.

¹ Effective November 1, 2013, Speed Dial 8 is no longer available. Customers receiving Speed Dial 8 service as part of their local service will receive Speed Dial 30 service in its place. For new customers of local small business service, Speed Dial 30 service is available only on request.

12. SMALL BUSINESS SERVICE

12.7 Features and Options

12.7.1 (Cont'd)

Call Forwarding-Busy: Allows the end-user to forward calls outside the end-user's switch type when the called telephone number is busy. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding - Busy & No Answer or Call Forwarding No Answer.

Call Forwarding Busy with Customer Control¹: Includes the Call Forwarding Busy feature and in addition provides the capability to Activate or Deactivate Call Forwarding Busy from the base station using dial codes. Applied on a per line basis. Cannot be selected with Call Forwarding Busy or Voicemail.

Call Forwarding-No Answer: Automatically forwards unanswered incoming calls to an alternate telephone number after a pre-selected number of rings. Incoming calls are forwarded to a predetermined Call Forwarding Number. The Call Forwarding Number can be across state lines or outside of LATA boundaries, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Cannot be selected with Call Forwarding - Busy & No Answer or Call Forwarding Busy.

Call Forwarding No Answer with Customer Control¹: Includes the Call Forwarding No Answer feature and provides the capability to activate or deactivate Call Forwarding No Answer from the base station using dial codes. Applied on a per line basis. Cannot be selected with Call Forwarding No Answer or Voicemail. The customer must specify the number to which calls are forwarded and the approximate number of ringing cycles at the time the feature is ordered.

Call Forwarding-Busy & No Answer: Incoming calls may be forwarded to a long distance number pre-selected by the customer, but local or long distance toll charges will apply from the call forwarding number to the forwarded-to number. Calls must be forwarded to the same Call Forwarding Number on both a busy line condition and when the telephone is not answered after a predetermined Ringing Cycle. To forward calls to different Call Forwarding Numbers, separate features must be ordered. Cannot be selected with Call Forwarding-Busy or Call Forwarding-No Answer. Applied per line.

Call Return (*69): Enables the customer to dial back the number of the last incoming call whether the call was answered or not. Applied on a per line basis. Cannot be selected with Block Call Return.

Call Screening: This feature provides the customer the ability to prevent incoming calls from up to six different telephone numbers.

Caller ID-Number Only: This feature enables the customer to view on a display unit the telephone number of the calling party. Requires display screen, purchased separately by customer from an appropriate vendor. Applied per line. Cannot be selected with Caller ID B Name and Number.

¹Beginning September 17, 2004, this feature will no longer be available to new customers.

12. SMALL BUSINESS SERVICE

12.7 Features and Options

12.7.1 (Cont'd)

Call Waiting ID - Number Only: When the customer is on the phone and receives another call, Call Waiting ID displays only the telephone number of the incoming caller.

Distinctive Ringing: Allows customer to designate up to ten telephone numbers from which incoming calls will have a distinctive ring.

Multi-Ring 2: Enables two telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 3.

Multi-Ring 3: Enables three telephone numbers to share one line, in one location, without installing any additional lines. A unique ringing pattern is provided for each of the additional numbers. Cannot be selected with Multi-Ring 2.

Priority Call Ringing: Provides a distinctive ringing pattern (short, long and short), for a Priority Call List containing up to 15 telephone numbers, all of which must be within a Signaling System 7 (SS7) network to be recognized. Incoming calls from telephone numbers on the Priority Call List that encounter a Busy or Don't Answer condition will be treated like any other incoming call; however, the distinctive ringing pattern is not forwarded to the remote location. Applied per line.

Priority Call Forwarding: Allows the customer to transfer up to six (6) telephone numbers on a screening list to another number. Only the calls on the screening list are forwarded. Applies on a per line basis.

Remote Access to Call Forwarding: Includes Call Forwarding and enables the user to activate and deactivate the feature either from the provisioned line or remotely from a location equipped with Touchtone signaling. Cannot be selected with Call Forwarding.

Repeat Dialing (*66): Allows auto call back of last outgoing number and keeps trying a busy line until the call can be completed. Applied per line. Cannot be selected with Block Repeat Dialing.

Speed Dial 30¹: This provides for the calling of pre-selected telephone numbers by dialing a 1- or 2-digit abbreviated code for up to 30 phone numbers. When the designated code is entered, the telephone number assigned to the code will be dialed. Cannot be selected with Speed Dial 8.

¹ Effective November 1, 2013, Speed Dial 8 is no longer available. Customers receiving Speed Dial 8 service as part of their local service will receive Speed Dial 30 service in its place. For new customers of local small business service, Speed Dial 30 service is available only on request.

12. SMALL BUSINESS SERVICE

12.7 Features and Options

12.7.2 The following features are available on customer's primary or additional lines at no additional charge, except that a \$1.00 monthly recurring charge will apply for customers subscribing to Offering C of Business B2 Service:

Hunting-Sequential: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives at the last line in the Hunt Group, the line will either ring, provide a busy signal, or be sent to voice mail.

Hunting-Circular: Incoming calls are routed to a sequence of telephone numbers ("Hunt Group") on the account; the sequence is selected by the customer. Once the incoming call arrives on a single line of the Hunt Group, if the line is busy, the call will circle back to the line immediately preceding the line on which the call originated in the hunt sequence, which will either ring, provide a busy signal, or send the call to voice mail.

12.7.3 Features and Options - Monthly Charges: The below monthly recurring charges will apply for customers subscribing to Small Business Service on or after April 13, 2003:

Anonymous Call Rejection:	unregulated
Call Forwarding:	unregulated
Call Forwarding - Busy:	unregulated
Call Forwarding Busy with Customer Control ¹ :	unregulated
Call Forwarding - No Answer:	unregulated
Call Forwarding - No Answer with Customer Control ¹ :	unregulated
Call Return (*69):	unregulated
Call Screening:	unregulated
Call Waiting:	unregulated
Call Waiting ID - Name and Number:	unregulated
Caller ID - Number Only:	unregulated
Caller ID - Name and Number:	unregulated
Multi-Ring 2:	unregulated
Multi-Ring 3:	unregulated
Repeat Dialing (*66):	unregulated
Speed Calling - 8:	unregulated
Speed Calling - 30:	unregulated
Three-Way Calling:	unregulated
Hunting-Circular:***	unregulated
Hunting-Sequential:***	unregulated

*** This charge applies only to customers subscribing to Offering C of Business B2 Service.

¹Beginning September 17, 2004, this feature will no longer available to new customers.

Issued under authority of M.P.S.C. Opinion and Order dated June 5, 1997, Case No. U-11345.

Issued: July 28, 2021

Edwin Reese, Tariff Administrator
1300 I Street NW, Suite 400w
Washington, DC 20005

Effective: August 1, 2021

12. SMALL BUSINESS SERVICE

12.8 Pay Per Use Features

Repeat Dialing (*66): Repeat Dialing, when activated, automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation announcement is heard. The customer hangs up and a queuing process begins. For the next 30 minutes, both the calling and called lines are checked periodically for availability to complete the call. If during this queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will automatically be placed. In some locations, due to technological limitations Repeat Dialing must be purchased with Call Return.

Call Return (*69): This feature enables the customer to dial back the number of the last incoming call whether the call was answered or not. If the line is busy call return will kept trying to complete the call for 30 minutes.

Call Trace: Provides a detailed record of last incoming call, including call-waiting calls. It automatically records the phone number, time, and date of the call. MCI security processes this information and provides it to the appropriate law enforcement agency should you decided to file a complaint. Cannot be selected with Block Call Trace.

Name and Number Delivery: Allows the caller to pre-record and send their name and telephone number to a specified called number within the caller's LATA. If there is no answer, the feature attempts to deliver the call every hour for up to 12 hours until answered. If the terminating party answers the call, the terminating party will receive an announcement with the pre-recorded name, telephone number, and time of call.

Three-Way Calling: Allows another party to be added to a call already in progress. The added party may be local or long distance. Toll or local measured service charges will apply to each leg of a 3-Way Call. Cannot be selected with Block Three Way Calling.

12.8.1 Pay Per Use Features Charges

Repeat Dialing (*66):	unregulated
Call Return (*69):	unregulated
Name and Number Delivery:	unregulated
Three-Way Calling:	unregulated

12. SMALL BUSINESS SERVICE

12.9 Feature Packages

The following Feature Packages are available on customers' additional (non-primary) lines only.

Feature Value Pak: unregulated Includes: Call Waiting, Speed Calling 8 ², 3-Way Calling, and Call Forwarding Variable

CID Feature Value Pak: unregulated Includes: Caller ID, Call Waiting, Speed Calling 8 ², 3-Way Calling, and Call Forwarding Variable

12.10 Calling Plans

Plans filed under this section are available to customers who subscribe to the service offerings within Section 12.1.

12.10.1 Small Business Saves Credit Plan

The Company will offer existing customers of Business B2 Service who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this plan.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

Offering A:	\$15
Offering B and Block of Time Offering 1:	\$10
Offering C:	\$5

Any unused credit amount will carry over to the next invoice.

12.10.2 Small Business Credit Plan¹

The Company will offer the following plan to existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

\$50	2 - 4 lines
\$100	5 - 9 lines
\$250	10+ lines

Any unused credit amount will carry over to the next invoice.

12.10.3 Small Business Free Feature Plan¹

The Company will offer the following plan to new and existing customers of Business B2 Service Offering A, Offering B, or Block-of-Time Offering 1; customer will receive one free feature from the list described in this plan for the first three months after enrollment in this plan.

Customers enrolling in this plan can select one of the four following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this plan: Call Forwarding, Call Waiting, Caller ID, and Call Return.

¹ Effective March 1, 2009, this Plan will no longer be available to new customers.

² Effective November 1, 2013, Speed Dial 8 is no longer available. For new customers of local small business service, Speed Dial 30 service is available on request.

12. SMALL BUSINESS SERVICE

12.10 Calling Plans (Cont.)

12.10.4 Small Business Term Plan 3¹

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative and who commit to a term commitment to receive the Business B2 Service for a term of twelve (12) months will receive a discount of 5 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 12-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$80. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12.10.5 Small Business Term Plan 4¹

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, who are contacted by or who contact a Company representative and who commit to a term commitment to receive the Business B2 Service for a term of twenty-four (24) months will receive a discount of 10 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 24-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$200. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12.10.6 Small Business Term Plan 5¹

The Company will offer the following plan to new customers of Business B2 Service who enroll in Offering A or B, and who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of thirty-six (36) months will receive a discount of 15 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 36-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$450. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12.10.7 Business B2 Free Month Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

¹ Effective June 1, 2008, this plan will no longer be available to new customers.

12. SMALL BUSINESS SERVICE

12.10 Calling Plans (Cont.)

12.10.8 Business B2 \$75 Certificate Plan ¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service as described in Business B2 Integrated Service Offering A who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$75 certificate off their monthly recurring charge for Business B2 Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$75 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$75 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.10.9 Business B2 \$55 Certificate Plan ¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service enrolling Block of Time Offering 1 and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan are eligible to receive a \$55 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$55 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$55 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.10.10 Business B2 \$45 Certificate Plan ¹

The Company will offer the following plan to eligible customers at its discretion and subject to billing availability. New customers of Local Exchange Service enrolling in Business B2 Service Offering B and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this plan, are eligible to receive a \$45 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a \$45 certificate off of their monthly recurring charge for Business B2. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$45 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.10.11 Small Business 10% Discount for 3 Invoices ²

The Company will offer the following plan. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, will receive a discount of 10% on each of their first three invoices after enrollment in this plan. This plan is not combinable with any other offering.

¹ Effective March 1, 2010, these services will no longer be available to new customers.

² Effective May 1, 2010, this service will no longer be available to new customers.

12. SMALL BUSINESS SERVICE

12.10 Calling Plans (Cont.)

12.10.11 Business B2 50% Discount Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in any Offering described thereunder, and who are contacted by or who contact a Company representative will receive a discount of 50% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan as described below.

To enroll in this plan, Customers will be mailed a certificate offering a credit in the amount of the 50% discount against the monthly service charge for their Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the 50% off their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate. Certificates will be mailed prior to customer's 1st and 2nd month of service. Customer will receive the credit on their next full invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.10.12 Business B2 15% Discount Plan

The Company will offer the following plan. New customers of Business B2 Service who enroll in any Offering described thereunder, and who are contacted by or who contact a Company representative will receive a credit of 15% against the monthly service charge for Business B2 Service on each of their first two full invoices after enrollment in this plan.

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.1 Airline Affinity Promotion 1

Beginning April 13, 2003, and ending December 31, 2003, MCImetro will offer the following promotion to customers who are currently enrolled in a participating airline affinity promotion. Customers who enroll in this promotion will receive five airline affinity program miles from the participating airline affinity program for each dollar of the customer=s total monthly local, interstate and intrastate usage (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax and credits) in each month following enrollment in this promotion.

12.11.2 Airline Affinity Promotion 2

Beginning April 13, 2003, and ending December 31, 2003, MCImetro will offer the following promotion to customers who are currently enrolled in a participating airline affinity promotion. Customers who enroll in this promotion will receive one flight credit from the participating airline affinity program for each \$150 of the customer=s total monthly local, interstate, intrastate usage (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax and credits) in each month following enrollment in this promotion.

12.11.3 Business B2 EasyPay Promotion

Beginning August 1, 2005, and ending December 31, 2005, the Company will offer the following promotion to i) existing customers of Business B2 Service who elect to have their invoiced charges billed directly to a valid commercial credit card, a valid debit card issued by a third party, or an active commercial bank account, and who enroll in this promotion either after contacting a Company service representative and being offered this promotion or by signing up for this promotion online at the Company's website address at <http://www.mci.com>, and ii) new customers of Company Business B2 Service who elect to have their invoiced charges billed directly to a valid commercial credit card, valid debit card issued by a third party, or an active commercial bank account, and who enroll in this promotion either after being contacted by a Company service representative and being offered this promotion, contacting a Company service representative and being offered this promotion, or by signing up for this promotion online at the Company's website address at <http://www.mci.com>. Customers enrolling in this promotion will receive a credit, not to exceed \$1.00, against their Company-invoiced charges for Business B2 service.

12.11.4 Small Business Free Feature Promotion I

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New and existing customers of Business B2 Service Offering A, Offering B, or Block-of-Time Offering 1, will receive one free feature from the list described in this promotion for the first three months after enrollment in this promotion.

Customers enrolling in this promotion can select one of the four following features and will receive a credit in the amount of the monthly recurring charge for that feature on their first three invoices after the date of enrollment in this promotion: Call Forwarding, Call Waiting, Caller ID, Call Return.

12.11.5

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.6

12.11.7 Small Business Saves Credit Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer existing customers of Business B2 Service who have completed a minimum of 3 months of service, and who contact a Company representative to request cancellation of their Business B2 Service, a credit on their first five invoices after enrollment in this promotion.

The credit amount is dependent on the Business B2 Service Offering to which customer subscribes as follows:

Offering A:	\$15
Offering B and Block of Time Offering 1:	\$10

Any unused credit amount will carry over to the next invoice. This promotion is not combinable with any other promotion.

12.11.7.1 Small Business Term Plan Promotion 3

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twelve (12) months will receive a discount of 5 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected.

The 12-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$80. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.8 Small Business Term Plan Promotion 4

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offer 1, who are contacted by or who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of twenty-four (24) months will receive a discount of 10 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected. The 24-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$200. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service Business B2 Integrated Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12.11.9 Small Business Term Plan Promotion 5

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A or B, and who contact a Company representative, and who commit to a term commitment Business B2 Service for a term of thirty-six (36) months will receive a discount of 15 percent off the total invoiced charges (excluding taxes and surcharges), including any Business B2 Toll Free Service Option 1 usage charges, for the Offering they have selected. The 36-month period begins with the first full billing month of Customer's Business B2 Service. Customers who terminate their Business B2 Service prior to the expiration of the term period will be billed a termination charge of \$450. If customer is subscribing to DSL service offered by the Company in conjunction with their Business B2 Service, additional penalties may apply in accordance with those assessed pursuant to customer's DSL service.

12.11.10 Airline Affinity Promotion

Beginning January 5, 2004, and ending March 31, 2004, MCImetro will offer the following promotion to new customers of Residential and Small Business Local Service who are currently enrolled in a participating airline affinity promotion. Customers who enroll in this promotion will receive five airline affinity program miles from the participating airline affinity program for each dollar of the customer's total monthly local (including feature charges), interstate and intrastate usage (excluding deposits, non-recurring charges, interstate line charge, surcharges, tax and credits) in each month following enrollment in this promotion.

12.11.11 Small Business Credit Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. Existing customers of Business B2 Service enrolled in Offering A, B, or Block of Time Offering 1 who have completed 3 months of service, and who contact a Company service representative to request cancellation of their service will receive a credit on their first full invoice after enrollment in Business B2 Service.

The credit amount is dependent on the number of lines per account as follows:

2 - 4 lines:	\$50
5 - 9 lines:	\$100
10+ lines:	\$250

Any unused credit amount will carry over to the next invoice. This promotion is not combinable with any other promotion.

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.12

12.11.13

12.11.13.1 Business B2 \$75 Certificate Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to eligible customers at its discretion and subject to billing availability.

New customers of Local Exchange Service as described in Business B2 Service Offering A who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$75 certificate off their monthly recurring charge for Business B2 Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$75 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$75 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.11.13.2 Business B2 Free Month Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion. New customers of Business B2 Service who enroll in Offering A, B, or Block of Time Offering 1, and who are contacted by or who contact a Company representative will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion: Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.14 Small Business Affinity Promotion

Beginning September 1, 2005, and ending March 7, 2006, New customers of Business B2 Service who elect Offering A or Offering B of that service and who i) enroll in this promotion either by contacting a Company customer service representative or by accessing the website <http://www.mci.com> and following the instructions thereon for enrolling in this promotion, ii) provide a valid commercial credit card number assigned to a credit card issued by an affinity of the company, and iii) commit to a term commitment to receive Business B2 Service for a term of twelve (12) months, will receive the following benefits:

- Customers who pay at least their first invoice using the credit card identified above will receive a discount of 10 percent off the total usage charges (excluding taxes and surcharges) for the Business B2 Service Offering they have selected for as long as they remain enrolled in that Offering. The 12-month period begins upon activation of service by Company after customer enrolls in this promotion. Customers who terminate their Business B2 Integrated Service Prior to the expiration of the term period will be billed a termination charge of \$200.00. After expiration of the term period the termination charge will not apply.
- Customers who do not pay at least their first invoice using the credit card identified above will receive a discount of 5 percent off the total usage charges (excluding taxes and surcharges) for the Business B2 Service Offering they have selected for as long as they remain enrolled in that Offering.

The 12-month period begins upon activation of service by Company after customer enrolls in this promotion. Customers who terminate their Business B2 Integrated Service Prior to the Expiration of the term period will be billed a termination charge of \$80.00. After expiration of the term period the termination charge will not apply.

This promotion is not combinable with any other promotion offering benefits through associating with a particular affinity of the Company or through participating in an affinity program.

12.11.15

12.11.16

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.17 Small Business Affinity Promotion

Beginning July 1, 2004, and ending June 30, 2005, the Company will offer the following promotion.

New customers of Business B2 Service who elect Offering A or Offering B of that service and who i) enroll in this promotion either by contacting a Company customer service representative or by accessing the website <http://www.mci.com> and following the instructions thereon for enrolling in this promotion, ii) provide a valid commercial credit card number assigned to a credit card issued by an affinity of the company, and iii) commit to a term commitment to receive Business B2 Service for a term of twelve (12) months, will receive the following benefits:

- 1) Customers who pay at least their first invoice using the credit card identified above will receive a discount of 10 percent off the total usage charges (excluding taxes and surcharges) for the Business B2 Service Offering they have selected for as long as they remain enrolled in that Offering. The 12-month period begins upon activation of service by Company after customer enrolls in this promotion. Customers who terminate their Business B2 Integrated Service prior to the expiration of the term period will be billed a termination charge of \$200.00. After expiration of the term period the termination charge will not apply.
- 2) Customers who do not pay at least their first invoice using the credit card identified above will receive a discount of 5 percent off the total usage charges (excluding taxes and surcharges) for the Business B2 Service Offering they have selected for as long as they remain enrolled in that Offering. The 12-month period begins upon activation of service by Company after customer enrolls in this promotion. Customers who terminate their Business B2 Integrated Service Prior to the Expiration of the term period will be billed a termination charge of \$80.00. After expiration of the term period the termination charge will not apply.

This promotion is not combinable with any other promotion offering benefits through associating with a particular affinity of the Company or through participating in an affinity program.

12.11.18 Business B2 Free Month Promotion

Beginning February 1, 2005, and ending June 30, 2005, the Company will offer the following promotion: New customers of Business B2 Service will receive a waiver of the monthly service charge for Business B2 Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion: Customers will be mailed a certificate offering a credit in the amount of the monthly service charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the credit on their next available invoice after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12. SMALL BUSINESS SERVICE

12.11 Promotional Offerings

12.11.19

12.11.20 Business B2 \$45 Certificate Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to eligible customers at its discretion and subject to billing availability.

New customers of Local Exchange Service enrolling in Business B2 Service Offering B and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$45 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$45 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$45 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12.11.21 Business B2 \$55 Certificate Promotion

Beginning August 1, 2007, and ending December 31, 2007, the Company will offer the following promotion to eligible customers at its discretion and subject to billing availability.

New customers of Local Exchange Service enrolling Block of Time Offering 1 and Business B2 Service who i) contact a Company service representative or who are contacted by a Company service representative and ii) were subscribed to a service requiring a term commitment with their local exchange service carrier at the time of subscription to Company service and enrollment in this promotion are eligible to receive a \$55 certificate off their monthly recurring charge for Service on their first invoice after enrollment in this promotion as described below.

To enroll in this promotion, Customers will be mailed a certificate offering a \$55 certificate off of their monthly recurring charge for Business B2 Service. Upon receipt of the certificate, Customers must mail the certificate to the Company and will receive the \$55 certificate off of their monthly recurring charge after Company receives the certificate. Certificates are valid until the date printed on the certificate.

12. SMALL BUSINESS SERVICE

12.12 Service Availability

Service is available in Zones A, B, and C as adopted by Michigan Public Service Commission.

12.12.1 Exchange Service Areas: The Company mirrors the Map and Legal Description tariffs of the exchanges, by the Incumbent Local Exchange Carrier listed in Section 13 of this tariff to identify its service territory. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the Commission for approval.

For service provisioned via UNE-Platform (UNE-P) or its functional equivalent the service and calling areas will mirror the existing ILEC Exchange Service Tariff.

