

ICC Docket No. 06-0027
AT&T Illinois Exhibit 19.0
Part 3c

1.6 Billing / Payment (Cont'd)

1.6.2 Payment of Charges for Service

1.6.2.1 The Customer is responsible for the payment of charges for all services furnished, including, but not limited to, all calls originated or accepted at a Customer's service location regardless of the carrier providing service.

1.6.2.2 Payment shall be in United States currency or by instruments so denominated and payable on demand at par in Commercial banks in the locality where facilities and service are furnished.

1.6.2.3 For all service offerings, except for TruPay Primary Line Services, payment is due 25 days after the bill date shown on the bill. For TruPay service, payment is due 14 days after the bill date shown on the bill. The bill for all service offerings may be paid by mail to the authorized payment locations.

1.6.2.4 Charges for a message originated at a coin telephone shall be paid by cash deposit in the coin telephone unless other arrangements for billing have been made.

1.6.2.5 When payment for service is made by check, a charge of \$25.00 will be made by the Company for each check returned by a bank to the Company for reason of not sufficient funds.

1.6.2.6 If the Customer remits to the Company on more than one occasion during a twelve month period a check, draft, or other instrument which is dishonored, the Company may refuse acceptance of further checks and place the Customer on a guaranteed basis. Under a guaranteed basis, the Company may refuse acceptance of anything as payment other than money orders, cashier's checks, or guaranteed instruments denominated in U.S. dollars and guaranteed by or issued by a third party acceptable to the Company. The Company shall advise the Customer in writing of the restriction and of the various options available in paying by cash.

1.6.2.7 If the Customer requests payments to be made by check or credit card over the phone, a service charge of \$5.00 per occasion will apply. Discounts outlined in Section 2.4.3.2 are unaffected by this charge, as are customers set up for automatic monthly bill payment.

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Issued: July 28, 2005

Effective: August 1, 2005

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1.6 Billing / Payment (Cont'd)

1.6.3. Late Payment Charge

1.6.3.1 A late payment charge of 1.9% per month (or the highest amount lawfully allowed, whichever is lower) shall apply to amounts shown on a monthly bill which remain unpaid after the due date referred to in 1.6.2.3 preceding, except that the charge is not applicable as specified in 1.6.4 following. Failure to bill interest in one month does not mean the Company has waived its right to bill a Customer for accrued interest. I

1.6.3.2 Credit, deposit and collection procedures outlined in this Section are not waived or foreclosed by the application of a late payment charge. The existence of a Deferred Payment Agreement as defined in 83 Illinois Administrative Code, Part 735.80 does not exempt a Customer from this charge.

MAY 31 2005

Issued: May 31, 2005

Effective: June 1, 2005

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1.6 Billing / Payment (Cont'd)

1.6.4 Failure to Pay Charges for Service

1.6.4.1 A Customer is considered to be delinquent in the payment of a bill when the total amount due is not received on or before the due date printed on the bill.

1.6.4.2 When a Customer is delinquent in the payment of a bill, the Company may disconnect the service not sooner than five (5) days after delivery or eight (8) days after mailing of written notice of intention to disconnect.

1.6.5 Restoral of Service

1.6.5.1 If any Customer's service is restored after having been disconnected in accordance with this tariff but a Company service order to terminate such service has not been completed when such service is restored, the Customer will be required to pay a restoral of services charge specified in 2.7.2, of this tariff. A customer shall be provided an automatic waiver for their first service restoral charge of each calendar year. Monthly service charges will not apply for the period between the disconnection and reconnection. N

1.6.5.2 When a Customer's service has been disconnected in accordance with this tariff and the service has been terminated through the completion of a Company service order, service will be reestablished only upon the basis of application for new service.

1.6.6 Refunds

1.6.6.1 In the event that a customer pays a bill as submitted by Data Net and the billing is later found to be incorrect due to an error either in charging more than the published rate, in measuring the quantity or volume of service provided, or in charging for the incorrect class of service, Data Net shall refund the overcharge with interest from the date of overpayment by the customer at the rate of interest established by the Commission to be paid on deposits in Section 735.120(h)(1) of this Part. The refund shall be accomplished by a credit on a subsequent bill for telephone service, or by check if the account is final, or if so requested by the customer.

MAR 15 2002
COMMUNICATIONS

Issued: March 5, 2002

Effective: March 6, 2002

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1.7 Termination, Discontinuation or Refusal of Service

1.7.1.1 Service may be terminated prior to the expiration of the minimum contract period upon notice being given the Company ten days in advance and upon payment of the termination charges given below in addition to all charges due for service which has been furnished.

- A. In case of additional directory listings and joint user service, where the listing has appeared in the directory, the termination charges are the charges due to the end of the directory period.
- B. In the case of special equipment for which the minimum contract period is in excess of one month at the same location, such proportion of the sum of the cost of the equipment and of its installation, plus the cost of removal, less the salvage value of the equipment removed, as the unexpired portion of the minimum contract period bears to the full minimum contract period.
- C. In the case of termination prior to completion of the minimum contract period, upon Company being notified ten (10) days in advance and upon payment of all charges due as a result of the early termination.

1.7.1.2 Service may be terminated after the expiration of the minimum contract period, upon the Company being notified ten days in advance and upon payment of all charges due to the date of termination of the service.

1.7.1.3 The Company may discontinue or refuse service for any of the reasons stated below:

- (1) For failure to establish credit pursuant to applicable rules set forth in 1.5.4 preceding.
- (2) For failure to pay a past due bill owed to the Company, including one for the same class of service furnished to the applicant or Customer at the same or another location, or where the applicant or Customer voluntarily assumed, in writing, responsibility for the bills of another applicant or Customer.
- (3) For failure to provide Company representatives with necessary access to Company-owned service or equipment, after the Company has made a written request to do so.
- (4) For failure to make payment in accordance with the terms of a Deferred Payment Agreement as defined in 83 Illinois Administrative Code, Part 735.
- (5) When the Company has reason to believe that a Customer has used a device or scheme to obtain service without payment and where the Company has so notified the Customer prior to disconnection.

Issued: June 30, 2001

Effective: July 1, 2001

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1.7 Termination, Discontinuation or Refusal of Service (Cont'd)1.7.1.3 The Company may discontinue or refuse service for any of the reasons stated below:
(Cont'd)

- (6) For violation or noncompliance with an Illinois Commerce Commission order.
- (7) For violation or noncompliance with any rules and regulations of the Company on file with the Illinois Commerce Commission for which violation of or noncompliance with the Company is authorized by tariff to deny or refuse service.
- (8) For violation of or noncompliance with municipal ordinances and/or other laws pertaining to telephone service.
- (9) For failure to pay past due bill of a previous Customer of the premises to be served, provided that the applicant for service voluntarily signed a form agreeing to assume responsibility for the bills of the previous Customer, or that the previous Customer is currently a member of the same household as the applicant.
- (10) Without notice in the event that the Customer's use of equipment adversely affects the Company's service to others.
- (11) Without notice in the event that the Customer's use of equipment will endanger public safety or health.
- (12) For a Customer who has not used the service for a period of 90 days and who appears, after investigation, to have left the community or who advised the Company that he or she does not desire to continue to be carried as a Customer.
- (13) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair.
- (14) Without notice upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service.

Issued: June 30, 2001**Effective: July 1, 2001**

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1.7 Termination, Discontinuation or Refusal of Service (Cont'd)

1.7.1.3 The Company may discontinue or refuse service for any of the reasons stated below:
(Cont'd)

- (15) Without notice upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation.
- (16) Without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services.
- (17) The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s).

1.7.1.4 In the event of disconnection, the notice to the Customer will inform the Customer of the right to complain to the Illinois Commerce Commission pursuant to 83 Illinois Administrative Code, Section 735.130.

1.7.1.5 The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

1.7.1.6 Upon the Company's discontinuance of service to the Customer under this Section, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.

Issued: June 30, 2001

Effective: July 1, 2001

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1.8 Cancellation of Service1.8.1 Cancellation of Application for Service

1.8.1.1 Applications for service are non-cancelable unless the Company otherwise agrees. Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified herein.

1.8.1.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

1.8.1.3 The special charges described in 1.8.1.1 and 1.8.1.2 will be calculated and applied on a case-by-case basis.

1.8.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 1.10 below), Customer agrees to pay to Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 1.6, all costs, fees and expenses incurred in connection with:

- 1) all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
- 2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
- 3) all Recurring Charges specified in the applicable Service Order tariff for the balance of the then current term, and
- 4) any termination liability for early termination.

Issued: June 30, 2001**Effective: July 1, 2001**

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1.9 Miscellaneous1.9.1 Special Conditions or Requirements

Where special conditions or special requirements of a Customer involve unusual construction or installation cost, the Customer may be required to pay a reasonable proportion of such costs.

1.9.2 Telephone Numbers

The Customer has no property right in the telephone number. The Company may change the telephone number of a Customer for engineering, technical, or other reasons. However, it will not change a telephone number as a penalty or to enforce payment for Company directory advertising charges.

1.9.3 Ownership and Access to Facilities

Facilities furnished by the Company remain the property of the Company until transferred or abandoned. The Customer shall provide employees and agents of the Company access to Company facilities, at all reasonable times, for the purpose of installing, rearranging, repairing, maintaining, inspecting, disconnecting, removing, or otherwise servicing such facilities.

1.9.4 Installation, Rearrangement, Repair Maintenance, Disconnection and Removal of Facilities

All facilities furnished by the Company will be installed and maintained by it, except where such facilities are situated, in the judgment of the Company, in hazardous or inaccessible locations.

Customers may not rearrange, disconnect, remove, or otherwise tamper with, or permit others to rearrange, disconnect, remove, or tamper with any facilities furnished by the Company, authorized in this tariff, except with the Company's written consent or as otherwise specified in this tariff.

1.9.5 Transfer and Assignments

Customer may not assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the Company and payment of the applicable charges.

Issued: June 30, 2001**Effective: July 1, 2001**

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1.9 Miscellaneous (Cont'd)

1.9.6 Notices and Communications

1.9.6.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

1.9.6.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

1.9.6.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

1.9.6.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

Issued: June 30, 2001

Effective: July 1, 2001

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1.10 Allowances for Interruptions of Service1.10.1 Credit for Interruptions

When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 12 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Service outages between 12 and 24 hours in duration shall receive a credit for 24 hours. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

Issued: June 30, 2001**Effective: July 1, 2001**

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1.10 Allowances for Interruptions of Service (Cont'd)

1.10.2 Restrictions on Allowance

No credit allowance will be made for:

- (a) interruptions due to the negligence or willful act of the Customer, Authorized-User or Joint-User, including but not limited to noncompliance with the provisions of this tariff.
- (b) interruptions due to the failure or malfunction of Customer provided facilities or the failure or malfunction of any other non-Company equipment;
- (c) interruptions due to electric power failure where the Customer furnishes such electric power;
- (d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;
- (g) interruption of service due to circumstances or causes beyond the control of the Company.

1.10.3 Use of Alternative Service Provided by the Company:

Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service.

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2. SERVICES

2.1 Application of Rates

2.1.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in this tariff. An application for service, whether made orally, in writing, or by use of service, establishes a contract between the Company and the Customer pursuant to the terms and conditions included within this tariff. Neither the contract nor any rights acquired thereunder may be assigned or in any manner transferred to a third party by the Customer, without the Company's written approval.

2.1.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- (a) Calls are measured in durational increments identified for each service. C
- (b) Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls starts with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- (c) Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- (d) Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call and will be billed according to applicable central standard or central daylight savings time.

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OCT 31 2002

ILLINOIS COMMUNICATIONS COMMISSION
CHICAGO, ILLINOIS OFFICE

Issued: December 30, 2002

Effective: January 1, 2003

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2.1 Application of Rates (Cont'd)2.1.3 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules apply:

Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in the Local Exchange Routing Guide issued by Telcordia Technologies, associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

The airline distance between any two rate centers is determined as follows:

- (a) Obtain the "V" (vertical) and "H" (horizontal) coordinates for each Rate Center from the above-referenced Telcordia Technologies document.
- (b) Compute the difference between the "V" coordinates of the two rate centers; and the difference between the two "H" coordinates.
- (c) Square each difference obtained in step (b) above.
- (d) Add the square of the "V" difference and the square of the "H" difference obtained in step (c) above.
- (e) Divide the sum of the squares by 10. Round to the next higher whole number if any fraction is obtained.
- (f) Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

(g) FORMULA =
$$\sqrt{\frac{(V1 - V2)^2 + (H1 - H2)^2}{10}}$$

Issued: June 30, 2001**Effective: July 1, 2001**

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Cancels Original Page No. 53

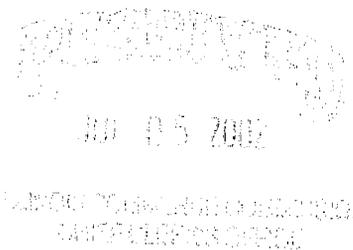
2.2 Service Area

2.2.1 Exchange Access Service Area

Exchange access services are provided in limited geographic areas. Exchange access services are available only in the following geographic locations:

Ameritech's service areas throughout Illinois.

The Company's service area description above in no way compels the Company to provide any service in an area where facilities or other extenuating factors limit the Company's ability to provide such services.



Issued: July 3, 2002

Effective: July 8, 2002

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Cancels First Revised Page 54

2.3 Exchange Access Service

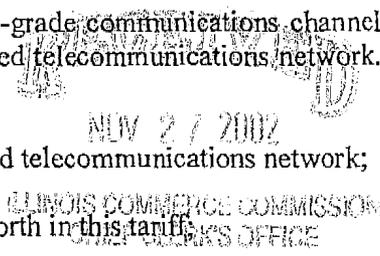
2.3.1 General

DNS offers local exchange and bundled local and long distance services to Customers who are migrating existing local exchange telephone lines from an existing local exchange company, with the addition of new lines or changes in telephone numbers.

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Exchange Access Service provides a Customer with a voice-grade communications channel and a unique telephone number address on the public switched telecommunications network. Each Exchange Access Service enables users to:

- (a) receive calls from other stations on the public switched telecommunications network;
- (b) access other services offered by the Company as set forth in this tariff;
- (c) access certain intrastate, interstate and international calling services provided by the Company, this service is optional;
- (d) access the operators contracted for by the Company;
- (e) access (at no additional charge) emergency services by dialing 0- or 9-1-1;
- (f) access services provided by other common carriers which interconnect with the Company pursuant to tariff, contract or in some other Company approved manner;



Issued: November 26, 2002

Effective: December 3, 2002

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Cancels Third Revised Page 55

2.3 Exchange Access Service (Cont'd)

2.3.2 Non Recurring Service Charges

Service ordering charges are applied to Customers upon a request for service pursuant to Section 2.1.1 preceding and when a Customer requests subsequent changes in his/her service which require facility changes, software changes, and/or Customer account changes.

A Service Connection Order Charge is incurred by the Customer when a line is added, telephone number changed or when Technician Dispatch Charges apply.

A Service Change Order Charge is incurred by the Customer on changes to existing Customer's Service not involving a Service Connection Order Charge. Order Charges are applied on a per order basis. A Line Connection Charge is incurred by the Customer for new lines and billed on a per line basis. A Technician Dispatch Charge and Technician Labor Charge are incurred by the Customer for any work performed on the Customer's premise, either for installation or inside wire repair.

2.3.3 Non Recurring Service Charge Rates

Service Connection Order Charge (per order)	\$20.00
Service Change Order Charge (per order)	\$10.00
Line Connection Charge (per line)	\$25.00
Technician Dispatch Charge (per visit)	\$50.00
Technician Labor Charge (per visit) (applies in additional to the Technician Dispatch Charge)	\$20.00 per 15 minutes



Issued: April 2, 2003

Effective: April 4, 2003

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2.3 Exchange Access Service (Cont'd)

2.3.4 Access Service

DNS offers local exchange service as part of a bundle or package of telecommunications services. All packages include local service, optional long distance service (intrastate, interstate, and international toll), and selected custom calling features. The aforementioned services are only available as part of the bundled service offering and are not available on an individual basis.

To the extent that usage of each unlimited packages exceeds 400% of the average customer's use, the Company reserves the right to change a customer to another rate plan.

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Exchange Access Service Customers are entitled to a voice-grade communications channel. Exchange Access Customers are not guaranteed any other facility requirement -- e.g., Customers are not guaranteed a communications path capable of supporting data transmissions.

2.3 Exchange Access Service (Cont'd.)

2.3.4 Access Service (Cont'd.)

2.3.4.1 Primary Line Service

The initial business or residential local exchange access line per account and location. Multiple primary line service may exist for each business or residential location. Where primary lines offer minutes of use packages, the usage will be cumulative. Usage may be shared.

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2.3 Exchange Access Service (Cont'd.)

2.3.4 Access Service (Cont'd.)

2.3.4.1 Primary Line Service (Cont'd.)

2.3.4.1.1 Primary Line Service - Business

The primary line business includes 3,000 minutes of Intra-LATA calling, and all central office features described in Section 2.3.7. An Inbound Only option is available to business customers, and is intended for use only in terminating toll-free 8XX calls, or directing calls to specific customer premises equipment. Additional Intra-LATA minutes of use and incidental outbound calls occurring from an Inbound Only line will be billed at the Local Usage Rate described in Section 2.4.2.1. The Company also offers Primary Unlimited Intra-LATA Business Line Service including up to 250 Inter-LATA Intra-State minutes of use with an unlimited guarantee of Inter-LATA Intra-State usage rate described in Section 2.4.4.2.2* Primary Line Service. All Basic COPTS and COPTS Coin Lines are considered primary lines.

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2.3.4.1.2 Primary Line Service – Residential

The primary line residential includes all central office features as described in Section 2.3.7. The basic 3,000 minutes of Intra-LATA calling use package has been grandfathered. The Company also offers an unlimited Intra-LATA calling package, and a combined unlimited Intra-LATA and Inter-LATA Intra-State options for residential primary line service. TruPay provides a residential unlimited Intra-LATA, but blocked Inter-LATA Intra-State calling primary line service option to customers. TruPay is valid only for customers converting existing local service from SBC and certain other carriers in SBC's service area, and the customer accepts the additional provisions for "Payment of Charges for Service" outlined in Section 1.6.2.3 and reduced requirements in "Establishing Credit" in Section 1.5.4.1.

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*Excludes auto-dialing, telemarketing, Internet or Intranet access, call center, and certain switching applications.

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Issued: April 30, 2004

Effective: May 3, 2004

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CHIEF CLERK'S OFFICE

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2.3.4 Access Service (Cont'd.)

2.3.4.2 Additional Line Services

Additional exchange access lines must be at the same address as the Primary Line(s). Central office features and usage vary by plan as outlined below.

ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE

2.3.4.2.1 Additional Business Line Service

Additional business local exchange access lines will include any central office features outlined in Primary Line Service in Section 2.3.4.1.1. Additional business lines shall share minutes of Intra-LATA use with its Primary Line(s) where applicable. Should a customer with additional business lines opt to disconnect its last Primary Line, one of the remaining additional business lines will be changed to a Primary Line at the Primary Line monthly recurring rate.

The Company offers an Additional Unlimited Intra-LATA Business Line Service with an unlimited guarantee of Inter-LATA Intra-State usage rate described in Section 2.4.4.2.3.* The Company also offers the Additional Business Access Line where customer rates (see Section 2.3.5.2.1) vary based on whether the customer's location is in Access Area A, B, or C. The Additional Business Access Line includes no Intra-LATA minutes of use. The Additional Business Access Line may not be used in conjunction with Primary Unlimited Intra-LATA Business Line Service, but may share usage with the Primary Line - Business or Economy 210 Business Plan. The Additional Business Access Line may also be used on a stand-alone basis. The Additional Business Line Plan has been grandfathered.

Additional Business Line Service does not apply to Basic COPTS or COPTS Coin Line Service.

*Excludes auto-dialing, telemarketing, Internet or Intranet access, call center and certain switching applications.

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