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GALLATIN RIVER / CLEC SUPPORT SERVICES GUIDE

In all cases the Interconnection Agreement (ICA) is the overriding document for purposes of interconnection and obligations of interconnecting carriers. This guide consisting of general information is provided as a resource for defining the practices, procedures and obligations of GRC & CLEC for ordering, preordering and repair of services and facilities pursuant to The ICA.

PROVISIONING: All activities associated with establishing service of the types defined in the agreement between Gallatin River (GRC) and the CLEC

1. PRE-ORDER PROCESSING

CLEC REQUIREMENTS

- Authorized CLEC agent will send e-mail to Gallatin River to the following address, grc@gallatinriver.com with a copy of the "LOOP QUESTIONNAIRE", which is attached herein, answering questions 1 through 10. See ATTACHMENT 1 "LOOP QUESTIONNAIRE" (LQ)

GALLATIN RIVER REQUIREMENTS

- GRC will verify the receipt of the e-mail by timely return of a verification e-mail to CLEC
 - A GRC Business Service Representative (BSR) will route the request to the GRC Assignment Group for procurement of the facility and to provide the required loop qualification information required to answer question 11 of the "LOOP QUESTIONNAIRE".
 - Once the LOOP QUESTIONNAIRE is completed, the information will be routed back to the Business Service Reps (BSR's)
 - The BSR's will e-mail the completed LQ back to the CLEC within 24 Hrs. of receipt.
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2. ORDER PROVISIONING

CLEC REQUIREMENTS

- Upon receipt of the LQ the CLEC will review the LQ and make the determination whether to proceed with ordering the service.
- The CLEC will complete the Local Service Request with the information required on the LSR including approval to bill for any required loop conditioning - See ATTACHMENT 2, "LOCAL SERVICE REQUEST" (LSR).
- Authorized CLEC agent will send an e-mail to Gallatin River to the following address, grc@gallatinriver.com with a copy of the LSR form attached. (see note below).

The desired LSR form is available from and can be reproduced only after obtaining the express written permission of the "Alliance for Telecommunications Industry Solutions" (ATIS). Permission to reproduce may be obtained by contacting Mike Nichols, OFB Manager, c/o ATIS 1200 G Street NW, Suite 500, Washington DC 20005 Telephone number: 202-434-8822

ORDER PROVISIONING, continued

GALLATIN RIVER REQUIREMENTS

- Upon processing the order, the BSR confirms the order number, the due date (subject to change if conditioning is required), and provides the circuit ID to CLEC via e-mail. The BSR also routes the order to all impacted GRC departments, including the assignment center, the Central Office and Outside Plant Department.
 - The Assignment Center assigns the facility and processes the order through GRC's internal system (PORTA) for dispatch. If conditioning is required, the outside plant supervisor is notified and a schedule for conditioning is established to provide for the required work activity.
 - GRC processes the order for completion on the CLEC desired due date, unless circumstances arise that require additional work. The CLEC will be notified as soon as possible if the due date needs to change.
 - Upon order completion, the order will be closed and the billing effective date will be the order due date. Any charges for conditioning will be routed back to the BSR's and billed per the Interconnection Agreement.
-

3. OTHER PROVISIONING: BONA FIDE REQUEST (BFR) for Non-standard Requests

CLEC REQUIREMENTS

- An authorized CLEC agent will send a BFR via certified mail to GRC Industry Relations (**include address here**). This letter should contain specific information as to what service is being requested, location, space requirements, and any technical requirement necessary to allow Gallatin River to evaluate and respond.
- Upon GRC's written confirmation of CLEC's BFR, the CLEC will respond with written acceptance or rejection of GRC's proposal within 5 business days.

GALLATIN RIVER REQUIREMENTS

- Upon receipt of CLEC's BFR, GRC will review and acknowledge receipt of the BFR and will identify a single point of contact and may make a request for any additional information necessary to complete the evaluation. GRC's response will be within (5) business days from receipt of CLEC's BFR. GRC will, within (30) business days provide a written proposed price for the service and an availability date or an explanation as to why Gallatin can not meet the request.
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**Ordering & Pre-Order process
and
Applicable Rates Menu**

The purpose of this document is to explain the process by which Carriers Interconnecting to Gallatin can "pre-qualify" loops for service, Order Loops for service and the applicable rate elements and rates pursuant to Pre-Ordering and Ordering Loops for service by the Interconnected (CLEC) Carrier.

PREORDERING Process: Gallatin (GRC) will accept Pre-order qualification requests as follows: CLEC emails a "Loop Condition Request" to Gallatin at info@grc.com that includes for each Loop/Line; Each order is limited to a maximum of 7 loops/lines. Each Loop/Line must include the following;
Customer Telephone number
Customer Address
Customer Name

GRC will acknowledge receipt of the request or reject the request and give reasons therefore within 24 hours. Within 3 days of receiving a complete and accurate request GRC will report by email the following data on the loop(s); length of loop, number of load coils, number of bridge taps. Pursuant to the ICA, (Attach. 6, sect. 3, Table 1, Network Elements), with Gallatin that establishes the following;

Rate element and rate applicable to Pre-Ordering:

Pre-Order Qualification: \$15.25 per Request (max of 7 lines), Otherwise the rate is \$15.25 per Loop. Ref. *Attachment 6, Section 3, Table 1*

ORDERING of Service: CLEC emails a Service Order to Gallatin that contains customer name, customer address and customer telephone number and type of service ordered. Up to 7 orders may be submitted in a single email. If line conditioning is also ordered (removal of bridge taps, load coils) GRC will complete the line conditioning within 8 days of receipt of the Service Order unless meeting this timeframe is not technically feasible, physically impossible to undertake or facilities are not available. Pursuant to the ICA Attach. 6, sect. 3, Table 1, Services). If no Line conditioning is required, then the Service Order shall be completed with 3 days after determining that Line conditioning is not required. The charges for line conditioning are as follows;

**Rate elements and rates applicable to Line Conditioning (Line Pre qualification)
and for Ordering of Service:**

Please refer to Pricing schedule *Attachment 6, Section 3, Table 1*

ORDERING: Service Order charge of \$15.25 per request (up to 7 lines) apply, if the Pre Order charge has been applied, otherwise the standard Service Order charge of \$25.25 per request (max 7 lines) is applicable.

Central Office Connection charge: \$13. 00 is applicable.
Outside Plant Interconnection: \$31.03 if applicable.
Ref. *Attachment 6, Section 3, Table 1*

LOOP QUESTIONNAIRE

CLEC LOOP QUESTIONNAIRE:

This questionnaire must be completed for each loop.

Items 1-10 must be completed by the CLEC. Item 11 will be provided by Gallatin River.

- 1. Do you have an existing *Interconnection Agreement with Gallatin River?* Yes ___ No ___
- 2. Does the loop terminate in equipment collocated in a Gallatin end Office? Yes ___ No ___
- 3. Specify the CLLI code of the terminating Gallatin end office. _____
- 4. Please provide details as to the intent of use for the loop, including the industry standard codes indicating the type of service to be deployed. _____
- 5. Please provide the existing TN at customer address where the loop will terminate. _____
- 6. Please provide the existing customer address for the location where the loop will terminate. _____
- 7. Will an existing loop be used for the service? Yes ___ No ___
- 8. If yes to item 7, please provide copy of signed LOA for removal of dial tone (if applicable).
- 9. Please provide details of the type, model and manufacturer of the equipment on which the Loop will terminate. _____
- 10. If the Loop is to be used for enhanced technologies (e.g. ADSL, HDSL, ISDN, etc.), please provide documentation as to the equipment's adherence to T1.417 guidelines.

- 11. Loop qualification results: _____
All minimum loop requirement information will be provided in keeping with applicable FCC rulings. In some instances the requirement will be non-applicable or can be provided by a special request from the CLEC. The CLEC may request additional loop qualifications and be billed per the ICA.

Composition of available loop material: _____
Existence, location and type of electronic or other equipment on the loop: Examples would be remote concentrators, bridged taps, load coils, pair gain devices, range extenders; _____

Loop length when available: _____
Electrical parameters of the loop if available: _____
Loop conditioning requirements if available: _____

Please submit this loop questionnaire information to Gallatin at email grtcbus@gallatinriver.com or fax to 309-346-1064.

ATTACHMENT 2 " LOCAL SERVICE REQUEST " (LSR)

The Local Service Request form is available and permission to copy can be obtained. (see approval information below). The LSR must be completed in its entirety by a authorized NTS agent and returned to Gallatin River via a e-mail attachment. Gallatin River BSR will review the LSR and if correct process the request and enter the order for services. If there is information missing from the LSR that is required the LSR will be returned with a request for the additional information.

The desired LSR form is available from and can be reproduced only after obtaining the express written permission of the

"Alliance for Telecommunications Industry Solutions" (ATIS).

Permission to reproduce may be obtained by contacting Mike Nichols, OFB
Manager , c/o ATIS 1200 G Street NW. Suite 500 , Washington DC 20005
Telephone number: 202-4348822

Collocation **Floor Space and Rolling Cabinet Details**

1. **Host:** Floor space at a Host Switch Collocation site is based on a rate of \$5.00 per square foot utilized.
2. **Remote:** Floor space at a Remote Switch Collocation site is based on a rate of \$7.50 per Square foot utilized. If a Rolling cabinet is located within a Host floor space that is being billed at the square foot rate, there is no charge for the rolling cabinet(s).
3. **Rolling Cabinet:** If a Rolling Cabinet is placed within either a Host or Remote Switch location and the CLEC has no other equipment located at that site, then a Rolling Cabinet "Flat Rate Charge" of \$7.50 per month, per cabinet will be charged. In addition, any AC Power used will be billed at the applicable rates.

Note: The principle behind the Rolling Cabinet rate element is to enable a CLEC to place the Rolling Cabinet equipment, without having to fully collocate. Once Collocation has occurred, the rolling cabinets can be placed without any charge, because the Per square foot rate element is being applied for the Floor Space occupied by the Rolling Cabinet. AC power charges for the Rolling Cabinets are still applicable.

Insight- GRC ICA

Gallatin River Communications

4. PERFORMANCE, REPAIR, TESTING AND MAINTENANCE

REPAIR REPORT PROCEDURE

CLEC REQUIREMENTS

- Shall conduct all tests possible to determine that the repair issue needs to be referred to Gallatin River.
- A authorized agent of The CLEC will contact Gallatin River repair (800-238-3705) or the GRC Business Office and provide Gallatin River with all necessary information required to test and repair the circuit or line. This information should include the name, address and circuit number for the trouble reported. **SEE ATTACHMENT 3 "TROUBLE REPORTING FORM"**

GALLATIN RIVER REQUIREMENTS

- Upon receipt of notification from the CLEC, a trouble ticket will be submitted for dispatch to remedy problem.
- Circuit testing will be performed if possible. Gallatin will not test CLEC or CPE equipment. Gallatin will not test or repair beyond the Network Interface Device (NID) unless the customer has an inside wire agreement with Gallatin. All test results will be recorded on the trouble ticket. Charges will be per the ICA
- Dispatch of a technician to resolve a problem would fall within the normal ILEC timeframes for the type of trouble reported. Charges will be per the ICA
- Resolution of the trouble, the time from receipt to clear, and all clearing information will be recorded according to standard practices.
- In the event that the trouble is found to be in customer equipment or was caused by the CLEC this information will be passed to our BSR's for billing. Charges will be per the ICA.
- If Gallatin does bill the CLEC for repair services a copy of the trouble resolution with repair times will be provided to the CLEC.
- New Circuits/Installs: If trouble is found with a new circuit (recently ordered by CLEC), when the CLEC technician is dispatched to install the circuit, GRC shall respond in a timely manner to fix the circuit or to replace the circuit within the same timeframe that it would do for itself.

“ATTACHMENT 3 “TROUBLE REPORTING FORM”

- Prior to contacting GRC Repair the representative from the CLEC should obtain the following information : “See Trouble reporting form”.
- The CLEC representative should give the following information and request a GRC trouble ticket Number to be used as a reference in checking on ticket status.

TROUBLE REPORTING FORM

Circuit Number: _____

Customer Name: _____

Customer Address: _____

Description of the Problem: Ex. Out of service, drops off, static, etc.

Contact Number for Return Call: _____

Truck Rolls & Trouble Testing
Guidelines

Overview: From time to time a CLEC may request GRC to undertake testing of certain circuits to determine the specific location of troubles. The application of Truck Roll and Trouble Testing charges shall be governed by the following definitions and or Guidelines;

Trip Charge: This charge will be applied, if GRC is requested to travel to a location for purposes of determining the origin of a trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

Trouble Testing: This charge will be applied if GRC is requested to test a circuit from the GRC CO to qualify the origin of a Trouble as either a CLEC or a GRC trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

Trouble Isolation and Testing: This charge will be applied if GRC is requested to test a circuit from outside the GRC CO (Outside Plant testing) to qualify the origin as either a CLEC or a GRC trouble. If during the testing, it is determined that the trouble is with GRC's network, facilities or equipment, no charges will be assessed.

ISP DS-1 Local Traffic Arrangement

Prerequisites: ISP DS-1 Local Traffic Arrangement is only available as follows;

1. CLEC must be collocated in relevant GRC Exchange area (either at the Host or Remote)
2. ISP- DS-1 Service is only provided to Enhanced Service Providers (ISPs) for use in providing "Dial-up" facilities to ISP subscribers.
3. ISP- DS-1 Service is a one way service, for traffic coming in from GRC local customers and any other LEC customers within the GRC local calling area to the CLEC ISP DS-1 Local Traffic Arrangement. Message Unit credits will not apply with this service.
4. ISP- DS-1 Service includes the "cross connects" from GRC's switch sites to the CLEC interface point.
5. ISP- DS-1 Service includes GRC "dial tone" service.
6. The Monthly Recurring Rate (MRC) includes any required Subscriber Line Charges, but does not include any required State or Federal Universal Service Charges (USF), which shall be applied to the CLEC charges for this service.

Applicable Rates: Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*.
 For the following Rate elements (NRC = Non-Recurring Charge);

New subscriber/new service	NRC \$540.00
Records only Change (existing customer)	NRC \$125.00
Dial up Service	MRC Incl'd
DS-1 Loop	MRC \$360.00

Host - DS-1 and DS-3 Loops

This service is intended to provide relief from standard Special Access Terms & Rates for **Collocated CLECs**.

This service is for DS-1 & DS-3 Loops, if available, from GRC Host switches to Customer Premise.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$100.30	\$125.00	\$ 923.56	\$2,500.00
Channel Mileage Term.	\$ 40.10 *	N/A	\$ 142.38 *	N/A
Channel Mileage Facility (Per Mile)	\$ 16.00 **	N/A	\$ 110.00 **	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 25.11	\$ 50.00	\$ 192.53	\$ 250.00
Totals	\$181.51	\$225.00	\$1,368.47	\$2,900.00

* Channel Mileage Term. Charge may not always be applicable. These rates are for collocated CLECs, only.
 Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*.

Host-Remote DS-1 and DS-3 Links

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$120.00	\$250.00	\$1,105.00	\$2,500.00
Channel Mileage Term.	\$ 48.00 *	N/A	\$ 290.00 *	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 50.00	\$100.00	\$ 300.00	\$ 250.00
Totals	\$218.00	\$400.00	\$1,695.00	\$2,900.00
Typical configuration	\$170.00		\$1,405.00	

* Channel Mileage Term. Charge may not be applicable

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

Host-Remote DS-1 and DS-3 Links

This service is intended to provide relief from standard Special Access Terms & Rates for Non-Collocated CLECs.

Service	DS-1 Rates		DS-3 Rates	
	MRC	NRC	MRC	NRC
Channel Term.	\$120.00	\$250.00	\$1,540.00	\$2,500.00
Channel Mileage Term.	\$ 48.00 *	N/A	\$ 300.00 *	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge	N/A	\$ 50.00	N/A	\$ 150.00
Interface Connection Charge (Requires Collo)	\$ 30.00	\$100.00	\$ 350.00	\$ 250.00
Totals	\$198.00	\$400.00	\$2,190.00	\$2,900.00

* Channel Mileage Term. Charge may not be applicable

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

Remote - DS-3 Sub Loops

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs for Sub Loops from GRC Remote Switches.

DS - 3 Sub-Loop Rates

Service	MRC	NRC
DS - 3 Sub Loop	\$307.86	\$500.00
Channel Mileage Term.	\$ 97.50	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A
Service Order Charge *	N/A	\$ 50.00 *
Interface Connection Charge **	\$81.00	\$100.00 **
Totals	\$486.36	\$650.00

For interconnection to DS-3 H/R links at Remotes only, cannot be combined with DS-1s. * NRC may be waived if done in conjunction with DS-3 H/R Link order. ** NRC will be waived, because SubLoop DS-3 H/R Link already has an Interconnection charge. Please refer to *Attachment 6, Section 4, Table 2 Available Network Elements*.

Remote - DS-0 and DS-1 Sub Loops

This service is intended to provide relief from standard Special Access Terms & Rates for Non - Collocated CLECs.

Service	DS-0 Sub-Loop Rates		4W Sub-Loop Rates	
	MRC	NRC	MRC	NRC
DS0 Sub Loop	\$ 12.90	N/A	35.00	\$ 50.00
Channel Mileage Term.	N/A	N/A	Incl'd	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge *	N/A	\$ 25.25	N/A	\$ 25.25
C.O. Connection Charge**	N/A	\$ 13.00		
Interface Connection Charge*** (Requires Collo)	N/A	\$ 31.03	Incl'd	\$46.00
Totals	\$ 12.90	\$ 38.25	\$ 35.00	\$121.25

* For DS0s only, up to 7 lines may be bundled under this charge; if DS0 loops are Pre-qualified @ \$15.25 for up to 7 lines, \$15.25 charge applies for up to 7 lines.

** Per line charge, DS0s only; no bundling.

*** For DS0s, per DS0, if required, no bundling.

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

Remote - DS-0 and DS-1 Sub Loops

This service is intended to provide relief from standard Special Access Terms & Rates for Collocated CLECs, only at GRC Remotes Switches.

Service	DS-0 Sub-Loop Rates		4 Wire Sub-Loop Rates	
	MRC	NRC	MRC	NRC
DS0 Sub Loop	\$ 8.96	N/A	Incl'd	\$ 50.00
Channel Mileage Term.	N/A	N/A	Incl'd	N/A
Channel Mileage Facility (Per Mile)	N/A	N/A	N/A	N/A
Service Order Charge *	N/A	\$ 25.25	N/A	\$ 25.25
C.O. Connection Charge**	N/A	\$ 13.00		
Interface Connection Charge*** (Requires Collo)	N/A	\$ 31.03	Incl'd	\$ 46.00
Totals	\$ 8.96	\$ 38.25	\$ 33.86	\$121.25

* For DS0s only, up to 7 lines may be bundled under this charge; if DS0 loops are Pre-qualified @ \$15.25 for up to 7 lines, \$15.25 charge applies for up to 7 lines.

** Per line charge, DS0s only; no bundling.

*** For DS0s, per DS0, if required, no bundling.

Please refer to Attachment 6, Section 4, Table 2 Available Network Elements.

HOT CUT PROCEDURE

Purpose: The following is a description of the "Hot Cut" process for CLEC's, which will facilitate the "Porting Out" and LNP process of a GRC customer to a CLEC in a timely manner.

Trigger: Receipt by GRC Business Service Representative (BSR) of Order from CLEC to port number and provide a loop, if required

General: Each Party shall provide, upon the other Party's request, Local Number Portability (LNP) in accordance with applicable law pursuant to the ACT (Section 3. Definitions. (47 U.S.C.153) (46), and Section 251 Interconnection (b)(2)) and the terms of this Agreement. The Parties agree that the provisions of this section only apply to the extent each party is acting as a Telecommunications Carrier, as defined in this agreement and the ACT (Section 3. Definitions. (47 U.S.C.153) (46), and Section 251 Interconnection (b)(2)). The Parties shall provide LNP in accordance applicable Law referenced herein. In connection with all methods of moving Customers' telephone numbers from one Party's switch to the other Party's switch, the Parties will use reasonable efforts to minimize impairment of functionality, quality, reliability and convenience to Customers.

Gallatin River Requirements

1. BSR will notify CLEC of approval of CLECs Order and confirm due date of order, either by E-mail.
2. BSR will enter order to "port out" customer number to CLEC into GRC's "Express" system and send the service disconnect order and special circuit order to GRC's "BOSS" system for processing.
3. Order will flow through systems and be processed in GRC's Order Assignment center.
4. The disconnect order will be held in the system to be processed at a predetermined time. GRC's switch programming system will include information to prevent working these types of "out orders" until the previously advised scheduled HOT CUT date and time.
5. The special circuit order will be created giving GRC's Central Office the required circuit ID, CLEC connect point and the GRC facility pair. This order will flow to the appropriate GRC Central Office to be held until the previously advised scheduled due date and HOT CUT time.
6. The C.O. tech will "work" the circuit order at the predetermined time. The jumper will be removed from the GRC switch and connected to the CLEC interface pin. The CO will then manually interrogate the GRC switch and "disconnect" the telephone number.
7. After the HOT CUT has been preformed the GRC Central Office will notify the GRC Assignment Center to process the "out (LNP) order".

NOTE: The actual Hot Cut coordination time of day will be negotiated in advance (Pre-negotiated) with CLEC on an individual case Basis...

CLEC Requirements:

1. Agree that Pre-negotiated Time of Day for all Port Outs/Hot Cuts will be the same for all of CLEC's Port Out orders.
 2. CLEC agrees to send Port out Order to GRC at least 24 hours prior to the desired Port Out.
 3. CLEC agrees to respond to GRC's advice of Port Out (GRC Item 1 above) in a "timely manner".
 4. CLEC agrees to confirm acceptance of the FOC and to be "ready and able" to accept the customer on the FOC date and pre-negotiated time.
 5. CLEC must advise GRC of the necessity to Halt a Port Out and/or restore service, within at least 2 hours notice prior to the scheduled FOC date & time.
 6. CLEC understands and agrees that charges for Halting a Port Out/Hot Cut may be applicable.
- Rate: \$35.00 (Please refer to Table 1 of the GRC ICA Price Matrix)

**Gallatin River Communications
 Line Conditioning Schedule**

GRC Line Conditioning Schedule			
Host	Exchanges	Ld Coil flat rate	Bridge Tap flat rate
Dixon	Grand Detour, Harmon, Mount Carroll, Nelson, Savannah, Thompson	\$250.00	\$125.00
Galesburg	Galesburg North	\$200.00	\$125.00
Galesburg	Avon, Cameron, Knoxville, Wataga	\$250.00	\$125.00
Pekin	Pekin, No. Pekin, So. Pekin	\$175.00	\$125.00
Pekin	Forest City, Havana, Green Valley, Lacon, Manito, Marquette Hgts., Talbot, Topeka	\$250.00	\$125.00
Other	Any exchange not listed	\$300.00	\$125.00

The Line Conditioning schedule above is for Load Coils and Bridge Taps for each entire Loop requested by the CLEC. These rates are intended to be additive per loop, but can be separately applied. For instance, if there are no bridge taps on a specific loop, then the relevant Bridge Tap rate element will not be applied. If the Bridge Tap is removed, then the Bridge Tap Rate element will be applied, as well as the Load Coil rate element