
Section 4 - SUPPLEMENTAL SERVICES**4.1 CENTREX SERVICE****4.1.1 General**

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

4.1.2 Description of Features**a. Three Way Conference, Consultation, Transfer**

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

b. Call Pickup

This feature allows a user to answer any call within an associated preset pickup group. If more than one line in the pickup group has an unanswered incoming call, the call to be answered is selected by the switching system. Call Pickup answers a call that has been directed to another station within the same preset Call Pickup group.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

c. Call Transfer - All Calls

Call Transfer allows a station user to transfer an established call to another station. The station from which the call is transferred will be assessed any long distance charges incurred as a result of the transfer.

d. Directed Call Pickup with Barge-In

This feature answers calls directed to a specific line from any other telephone line in the user group.

e. Directed Call Pickup without Barge-In

This feature is identical to the Directed Call Pickup with Barge-In except, if the line being picked up has already been answered, the party dialing the pickup code is routed to reorder (i.e., fast busy) rather than permitted to barge in on the established connection and create a three-way call.

f. Distinctive Ringing

This feature enables a user to determine the source of an incoming call from a distinctive ring. The pattern is based on whether the call is from within the station group, external to the station group, forwarded from the attendant position, or from a station within the Call Waiting feature.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

g. Distinctive Ringing / Call Waiting Tone (Centrex only)

This feature applies a distinctive ringing or call waiting tone that enables a user to determine the source of an incoming call. The pattern is based on whether the call is from within the station group, external to the station group, forwarded or extended from the attendant position, or from a station within the Call Waiting feature.

h. Regular Multiline Hunting

This feature is a line hunting arrangement that provides sequential search of available numbers within a multiline group.

i. Circular Hunting

This feature (similar to regular hunting) is a line hunting arrangement that allows all lines in a multi-line hunt group (MLHG) to be tested for busy, regardless of the point of entry into the group. When a call is to a line in a MLHG, a regular hunt is performed starting at the station associated with the dialed number. It continues to the last station in the MLHG, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. Busy tone is returned if the original called station is reached without finding a station that is idle.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

j. Speed Calling (Centrex only)

This feature allows a user to dial selected numbers using one and two digits. Up to eight telephone numbers may be selected.

k. Terminal Group and Station Restriction (Centrex only)

This feature defines a station's network access capability, either individually within a Centrex group, or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e. intragroup only, toll restriction, etc.

l. Series Completion

This feature is a form of hunting similar to the multiline hunt group hunting and the Call Forwarding Busy Line feature. It allows calls to be made to a busy directory number to be routed to another specified directory number. The series completion hunt begins with the originally dialed member of the series completion group, and searches for an idle directory number from the list of directory numbers.

m. Uniform Call Distribution (Uniform Hunting) (Centrex only)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

n. Account Codes

This feature adds an account number (code) to an Automatic Message Accounting (AMA) and/or Message Detail Recording (MDR) record for assigning customer charges. The Company will define the number of digits in a customer's account code group.

o. Terminal Group and Station Restriction

This feature defines a station's network access capability either individually within a Centrex group or for the group as a whole. It defines the Centrex group and what level of access a station will have; i.e., intragroup only, toll restriction, etc.

p. Uniform Call Distribution (Uniform Hunting)

This feature is a hunting arrangement that assigns incoming calls uniformly among the stations in the group.

q. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.2 Description of Features (Cont'd)

q. Call Forwarding (Cont'd)

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

r. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.1 CENTREX SERVICE (Cont'd)

4.1.3 Rates and Charges

a. Monthly Rates

Rates for this service are located in Section 12, Residential Network Switched Service, and Section 12, Business Network Switched Service.

b. Connection Charges

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this Tariff.

c. Trial Period

The Company may elect to offer a free or reduced rate trial of any new Centrex feature(s) to prospective customers within 90 days of the establishment of the new feature. See Section 5.4, Service and Promotional Trials.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.2 SERVICE AND PROMOTIONAL TRIALS

4.2.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

4.2.2 Regulations

- a. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- b. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- c. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.2 SERVICE AND PROMOTIONAL TRIALS (Cont'd)

4.2.2 Regulations (Cont'd)

- d. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- e. The Company retains the right to limit the size and scope of a Promotional Trial.

4.3 LOCAL OPERATOR SERVICE

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service.

See Rate Schedule in Section 12 of this Tariff.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.4 STAND ALONE VOICE MAIL SERVICE

4.4.1 Description

Stand Alone Voice Mail Service is offered to a customer when a physical Service Line is not necessary. The customer must access Voice Mail through the use of other network access service provided by the Company or other telecommunications common carriers. Such access, including applicable local usage and toll charges, is the responsibility of the Voice Mail Service customer. Voice mail that is offered in conjunction with line-based service is offered pursuant to the terms specified in the applicable section of this Tariff pertaining to the associated line-based service.

4.4.2 Recurring and Nonrecurring Charges

See Rate Schedule in Section 12 of this Tariff.

4.5 BLOCKING SERVICE

4.5.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- a. 900, 700 Blocking - allows the subscriber to block all calls beginning with the 900 and 700 prefixes (i.e. 900-XXX-XXXX) from being placed.
- b. 900, 971, 974 & 700 Blocking - allows the subscriber to block all calls beginning with the 900, 971, 974 and 700 prefixes from being placed.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.5 BLOCKING SERVICE (Cont'd)

4.5.1 General (Cont'd)

- c. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- d. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), toll-free, and operator assisted toll calls.
- e. Toll Restriction Plus - provides subscribers with Toll Restriction, as described in 1.d. of this Section, and blocking of 411 calls.
- f. Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.5 BLOCKING SERVICE (Cont'd)

4.5.2 Regulations

- a. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- b. Blocking Service is available where equipment and facilities permit.

4.5.3 Rates and Charges

See Rate Schedule in Section 12 of this Tariff.

4.6 CUSTOMER REQUESTED SERVICE SUSPENSIONS

4.6.1 General

At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

4.6.2 Rate Adjustment

The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.6 CUSTOMER REQUESTED SERVICE SUSPENSIONS (Cont'd)

4.6.2 Rate Adjustment (Cont'd)

<u>Period of Suspension</u>	<u>Charge</u>
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one-year limit)	½ Regular Monthly Rate

4.7 REMOTE CALL FORWARDING SERVICE

Service Area: Where facilities are available, the service area is defined by the NPA-NXX Codes and Exchanges listed below.

Local Calling Area: Exchanges and zones included in the local calling area for the NXX designations are specified below. NXXs associated with each particular exchange or zone may be found in the directory listings directory published by the incumbent local exchange carrier in the Customer's exchange area.

4.7.1 General

Remote Call Forwarding (RCF) is a local exchange service that utilizes a telephone number and Electronic Central Office facilities by which all incoming calls to the RCF telephone number are forwarded automatically to the subscriber's central office line in the same exchange as the RCF number or in a different exchange or to an inward WATS (Toll-Free Service) access line.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.7 REMOTE CALL FORWARDING SERVICE (Cont'd)

4.7.2 Regulations

- a. Remote Call Forwarding service is offered in Electronic offices where facilities permit.
- b. RCF paths may be used singly, in groups, or as overflow paths for foreign exchange trunk groups. Only one forwarding number is permitted per group.
- c. Remote Call Forwarding is not offered where the terminating number is a coin telephone.
- d. Identification of the originating telephone number is not provided to the Remote Call Forwarding customer.
- e. Transmission may not be satisfactory on all calls.
- f. Remote Call Forwarding is not represented as suitable for the transmission of data.
- g. [Reserved for Future Use]
- h. Remote Call Forwarding is provided on condition that the customer subscribe to sufficient RCF paths and terminating facilities to adequately handle calls to the RCF customer without interfering with or impairing any other services offered by the Company.

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Section 4 - SUPPLEMENTAL SERVICES (Cont'd)

4.7 REMOTE CALL FORWARDING SERVICE (Cont'd)

4.7.2 Regulations (Cont'd)

- i. The minimum charge for the RCF Service is the monthly rate for one month plus the Service Connection Charge.
- j. Charges for the call to the Remote Call Forwarding directory number shall be paid by the calling party.
- k. Each RCF group is entitled to one alphabetical and one classified listing at no additional charge in the directory which serves the associated RCF central office. Overflow paths associated with foreign exchange trunk groups are not listed. All other listing regulations for business individual lines apply, except that no charge applies for non-published service in connection with RCF.

4.7.3 Rates

In addition to the rates specified in Section 12 of this Tariff, the subscriber to Remote Call Forwarding is responsible for dial type (DDD) station-to-station local and toll charges applicable to calls transferred from the forwarding location to the terminating location. The charge applies for each call answered, including person-to-person and collect calls which are refused at the terminating location. For calls transferred within the same local calling area, the message rate schedule for business service in the RCF central office applies. In exchanges where only flat rate service is furnished, the charge for each local call transferred is a Rate Band 1 (A) charge. No allowance for local calls is included in the RCF monthly rate.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES

5.1 GENERAL

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network which enables the customer to:

- a. place and receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES

The following Residential Network Switched Service Options are offered:

Residential Measured Rate Service
Residential Flat Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following features are available with Residential Line Service at an additional charge:

HUNT GROUP CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement
Per Queue Set

HUNT LINE CHARGES

Sequential Hunting
Circular Hunting
Uniform Hunting

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to optional voice mail and service features. Measured charges apply to Measured Rated Service, in addition to other rate elements described above.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.1 Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 12.

a. Description

Measured Rate Service provides calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are specified in Section 12.

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

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

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

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.1 Measured Rate Service (Cont'd)

b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 12 of this Tariff.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.1 Measured Rate Service (Cont'd)

c. Local Measured Service Time Periods (Cont'd):

3. Suburban Exchange Area
Dial Station-To-Station Calls - Metro Call Bands B-F (Cont'd)

Day Rate: applies to directly dialed station-to-station calls placed Monday through Friday, 8:00 a.m. to 5:00 p.m.*

Evening Rate: applies to directly dialed station-to-station calls placed Monday through Friday, 5:00 p.m. to 10:00 p.m.*

Night and Weekend: applies to directly dialed station-to-station calls placed Monday through Friday, 10:00 p.m. to 8:00 a.m., and all day Saturday and Sunday.*

* The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.1 Measured Rate Service (Cont'd)

d. Integrated Services Digital Network - Basic Rate Interface (ISDN-BRI)

(1) Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces.

- a. The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBSs and host computers.

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.2 Flat Rate Service

a. Description

Flat Rate Service provides the customer with an unlimited number of outgoing calls within a specified local calling area. Local calling areas are as specified in Section 12.

Each Flat Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

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

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

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Section 5 - RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd)

5.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

5.2.2 Flat Rate Service (Cont'd)

b. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangement provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge. See Rate Schedule in Section 12 of this Tariff.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES

6.1 GENERAL

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- a. receive calls from other stations on the public switched telephone network;
- b. access the Company's local calling service;
- c. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- d. access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll-free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (101XXXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the Company shall be deemed to have been designated as the customer's intra-LATA PIC.

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this Tariff.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES

The following Business Access Service Options are offered:

- Basic Business Line Service
- Public Access Lines Service
- PBX Trunks
- Centrex Service

Basic Business Line Service, PBX trunks, and Centrex service are offered with measured rate local service.

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

The following supplemental service features are offered to business network switched service subscribers for an additional charge:

- Remote Call Forwarding

The following features as described in Section 5 are available with Business Line Service for an additional charge:

- Three Way Conference, Consultation
- Call Forwarding (Variable, Busy Line, Don't Answer)
- Call Hold
- Call Waiting/Cancel Call Waiting
- Speed Calling One Digit
- Speed Calling Two Digit

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

The following features are available with Business Line Service at an additional charge.

HUNT GROUP CHANGES

Sequential Hunting
Circular Hunting
Uniform Hunting
Queuing With Announcement
Per Queue Set

HUNTING LINE CHANGES

Sequential Hunting
Circular Hunting
Uniform Hunting

6.2.1 Basic Business Line Service

a. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a measured usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.1 Basic Business Line Service (Cont'd)

a. General (Cont'd)

The following Advanced Features are available at an additional charge: 1) Voice Messaging; and 2) 6-Way Conference per line.

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multi frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

b. Measured Rate Basic Business Line Service

1. Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 12.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.1 Basic Business Line Service (Cont'd)

b. Measured Rate Basic Business Line Service (Cont'd)

2. Recurring and Nonrecurring Charges

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the duration of calls during the billing period. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.1 Basic Business Line Service (Cont'd)

c. Flat Rate Basic Business Line Service

1. Description

With the Flat Rate Basic Business Line Service, the customer pays a monthly rate for an unlimited number of outgoing calls with a specified local calling area. Local calling areas are as specified in Section 12.

2. Recurring and Nonrecurring Charges

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge for an unlimited number of outgoing calls within a specified local calling area. In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.2 Public Access Line Service

Public Access Line Service provides a single, analog, voice-grade telephonic communications channel that can be used to connect a pay telephone to the Company's switching equipment. Local measured usage charges apply to all local calls originating on this line. Service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

6.2.3 PBX Trunk Service

a. General

PBX trunks are provided for connection of customer-provided PBX terminal equipment. Trunks can be delivered at a DS0 level or at the DS1 level.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

a. General (Cont'd)

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each DS0 level Trunk has the following characteristics:

Terminal Interface: 2-wire or 4-wire, as required for the provision of service

Signaling Type: Loop, Ground, E&M I, II, III

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

Directionality: In-Coming Only (DID), Out-Going Only (DOD), or Two-Way

b. Measured Rate PBX Trunks

(1) Description

Measured Rate DS0 PBX Trunks provide the customer with a single voice grade telephonic communications channel which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a measured rate basis. DID trunks are arranged for one-way inward calling only.

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6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

b. Measured Rate PBX Trunks (Cont'd)

(2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed below, service order charges apply as described in Section 3 of this Tariff. Charges for each Measured Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. Local calling areas are as specified in Section 10. Service to customers may require the use of a link (and, or) number portability arrangements from the incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the Company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

c. Measured Rate Analog PBX Trunks

(1) Recurring and Nonrecurring Charges

Terminal Numbers:

1-20 lines in terminal group

100 lines in terminal group

(2) Measured Usage Charges

Measured Usage Charges for Measured Rate PBX Trunks are the same as those indicated for a basic business line.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

d. DS1 PBX Trunk Service

(1) Description

DS1 PBX Trunk Service provides a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each DS1 PBX Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

d. DS1 PBX Trunk Service (Cont'd)

(2) Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12 of this Tariff, service order charges apply as described in Section 3 of this Tariff. Charges for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

- e. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
Basic Rate Interface (ISDN-BRI)

(1) Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS(R) switch. This path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.3 PBX Trunk Service (Cont'd)

- e. Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)
Basic Rate Interface (ISDN-BRI) (Cont'd)

(1) Description (Cont'd)

(i) Features

Call-by-Call Service - Provides the ability for the Dedicated B-channel(s) to be configured to access multiple Tariffed services on a per-call basis. The customer premises equipment signals the local central office as to what type of services to access for each call.

The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.4 Centrex Service

a. Description

Centrex Service is a multi-station system offered to the business customer with 4 or more lines or trunks. It consists of digital switching equipment in the Company's switches connected to station lines on the customer's premises. Centrex Service enables the customer to originate and receive local calls within its system at no additional charge. Local measured usage charges apply to all other local calls. Local calling areas are as specified in Section 11.

Centrex Service is offered on a contracted basis with four terms: 24, 36, 60 and 84 months. Thirty days prior to the expiration of the contract term, the subscriber may cancel service or renew for a new term commitment. If the subscriber does not cancel or renew the service, service will continue on a month to month basis at the monthly rate associated with the twenty-four month term plan.

Each Centrex Station Line has the following characteristics:

Terminal Interface: 2-Wire or 4-Wire as required for the provision of service

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: Two-Way, In-Only or Out-Only

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.4 Centrex Service (Cont'd)

b. Features

The Centrex customer is provided with standard features as part of the Centrex line and can purchase optional features at an additional charge.

The following Centrex features are available to the customer of Centrex Service and are included in the Centrex line charge:

STANDARD FEATURES

Three-Way Conference, Consultation, Transfer
Call Forwarding Variable
Call Forwarding Busy Line
Call Forwarding Don't Answer
Permanent Hold
Call Hold
Call Park
Call Pick-up
Call Waiting Terminating
Call Waiting Originating
Speed Calling One Digit
Speed Calling Two Digit

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.4 Centrex Service (Cont'd)

b. Features (Cont'd)

The following Centrex features are available to the customer of Centrex Service at an additional charge:

OPTIONAL FEATURES

Hunt Group Charge

Sequential Hunting
Circular Hunting
Uniform Hunting

Hunting Line Charge

Sequential Hunting
Circular Hunting
Uniform Hunting

Advance Features Line Charge

Voice Messaging
6 Way Conference Per
Arrangement

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.4 Centrex Service (Cont'd)

c. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 13 of this Tariff, service order charges apply as described in Section 3 of this Tariff. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.4 Centrex Service (Cont'd)

d. Digital Centrex Service

Digital Centrex is a telephone service provided through the public switched telephone network (PSTN) via ISDN basic rate interface (BRI) lines. BRI provides a capability of up to three digital channels, two bearer (B) channels and 64 Kbps, and one data (D) channel at 16 Kbps. BRI is also commonly known as 2B+D. The B channels are capable of carrying voice, data, image, or video transmissions. The D Channel is used for out-of-band signaling or data transmission. Digital Centrex Service is provided via the central office (CO) of the local Telephone Company. An Individualized dialing plan (IDP) is offered with digital Centrex service that incurs a common equipment charge. An IDP allows for four-digit dialing between Centrex stations defined within the same IDP group. Default features are provided through Digital Centrex service to the customer such as transfer and 3-way conference calling. Enhanced features are also available for an additional charge. These features are charged on a per feature basis. Digital Centrex service provides telephone system capabilities through the CO, eliminating the need for customer premise switching equipment.

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.5 Term Liability/Termination Charges

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be the difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.

6.2.6 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI)

Description

ISDN is a single integrated digital telecommunications network architecture which provides for the simultaneous access, transmission and switching of voice data and image services via channelized transport facilities over a set of standard multipurpose user-network interfaces. PRI governs the connectivity between switching equipment (network or customer) and customer equipment and allows voice and data services, simultaneously while supporting circuit-switched and packet-switched connections.

The ISDN-PRI feature supports a 64 kb/s D-channel path between customer digital PBX equipment and the protocol handler in a PSU of the 5ESS(R) switch. This path is made up of a dedicated time slot between channel 24 on a digital facility interface (DFI) and the assigned protocol handler. This feature a

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.6 Integrated Services Digital Network – Basic Rate Interface (ISDN-BRI)
(Cont'd)

Description (Cont'd)

also provides the administration software for up to 23 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

Features

Call-by-Call Service - Provides the ability for the Dedicated B-channel(s) to be configured to access multiple Tariffed services on a per-call basis. The customer premises equipment signals the local central office as to what type of services to access for each call.

The ISDN-BRI feature supports one 16 kb/s D-channel path between customer digital PBS equipment and the protocol handler in a PSU of the 5ESS(R) switch. This feature also provides the administration software for up to 2 B-channels associated with a D-channel in the same T1 facility (1.544 Mb/s for domestic). This interface supports both ISDN PBXs and host computers.

6.2.7 Asymmetrical Digital Subscriber Line

Asymmetrical Digital Subscriber Line (ADSL) Service is an access data technology service offered in speed levels of 256 Kbps Down/64 Kbps Up, 384 Kbps Down/384 Kbps Up, 768 Kbps down 768 Kbps Up, 1.5 Mbps Down/768 Kbps Up and for multi-user applications, 1.5 Mbps Down/768 Kbps Up. The "up" speeds represent "transmission speeds in kilobytes from the customer designated location (CDL) to the Company's ADSL connection

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2. SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.7 Asymmetrical Digital Subscriber Line (Cont'd)

point, while the "down" speeds represent "transmission speeds in kilobytes and megabits," from the Company's ADSL connection point to the CDL. The connection point is the aggregation point designated by the Company for connecting multiple Company ADSL serving wire centers via the backbone network services to the CDL.

A nonrecurring charge and a monthly rate apply for the installation of ADSL Service. The nonrecurring charge is also applicable when changing bandwidth.

ADSL Service is based on the following volume levels: 1 to 499, 500 to 1500 and Over 1500. The regulations applicable to ADSL Service provided under a TVP arrangement are specified under 16.6(F)(3). Various ADSL Service Package levels (will be combined to determined the volume level for rate application. Customers with more than one ADSL Service with different term periods will not be aggregated for determining the volume level rate.

Access to ADSL Service will be provided via Frame Relay Service. The associated regulations, rates and charges in Section 16.3 for Frame Relay Service will apply in addition to the rates and charges associated with the ADSL Service rate element.

6.2.8 Frame Relay Service

A. General Description

ROUTE24 COMPUTERS, INC Frame Relay is a low to medium speed, statistically multiplexed packet data service. It is a connection-oriented data service that relays variable length frames (packets) across Permanent Virtual Connections (PVC's).

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

EGIX Network Services Frame Relay is available to customers through the following:

- User-to-Network Interface (UNI) Connection
- Network-to-Network Interface (NNI) Connection
- Hubbed User-to-Network interface (H UNI) Connection
- Hubbed Network-to-Network Interface (H NNI) Connection
- Permanent Virtual Connections (PVC)

The service is comprised of two public interfaces-, a User-to-Network Interface (UNI) and a Network-to-Network Interface (NNI).

- (1) The UNI is a public interface which provides connectivity between customer premises equipment, excluding frame relay switches, and a frame relay switch.
- (2) The NNI is a public interface which provides connectivity between frame relay switches.
- (3) PVC's are the end-to-end, bi-directional, logical channels that connect one frame relay switch port to another frame relay switch port as requested by the customer.

EGIX Network's Frame Relay UNI Connections and NNI Connections are available to customers from designated Frame Relay Service Points (FRSPs) at locations specified in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Hubbed UNI Connections are available to customer from designated Frame Relay Service Access Points (FRSAPs) at locations specified in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

Hubbed NNI Connections are available to customers from designated Frame Relay Service Access Points (FRSAPs) at locations specified in the National Exchange Carrier Association, Inc. Tariff F.C.C. No. 4.

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220 West Locust Street
Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

The dedicated channel which connects a customer's premises to an FRSP will be rated as a Local Distribution Channel (LDC). When the customer's serving wire center is not a designated FRSP location, Channel Mileage Termination (GMT) and Channel Mileage (CM) will apply from the customer's serving Wire center to the closest FRSP. Optional Features and Functions as described in 7.2.9 (B) (4) preceding are also available with their channels and transport facilities.

When the customer requests either a Hubbed UNI Connection or a Hubbed NNI(C) Connection, the customer must obtain the appropriate dedicated channel between their premises and the closest FRSP. The customer must provide the Connecting Facility Assignment (CFA) to the Telephone Company at either a DSO level or at the appropriate interface level in the case of higher speed multiplexing. Either a Hubbed UNI Connection Cross-connect or a Hubbed NNI Connection Cross-connect will apply to each dedicated channel connected at the FRSP.

When utilizing EGIX Networks DS1 Service as a component in EGIX Networks Frame Relay, it must be ordered with the 'Clear Channel Capability' option as described in 7.2.0 (B) (4) (c) preceding.

B. Service Elements

(1) Committed Information Rate (CIR)

CIR represents the base-level bandwidth on a specific DLCI by which the data is sent through the network. This bit rate is lower than or equal to the bit rate of the associated UNI or NNI connection and allows customers to reserve bandwidth on a per DLCI basis in order to prioritize critical data.

(2) Data Link Connection Identifier (DLCI)

A DLCI is the address information assigned to customer designated end points used to identify a customer's PVC and to correctly route customer data between end locations.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

B. Service Elements (Cont'd)

(3) Permanent Virtual Connections (PVCs)

PVCs. are the end-to-end, bi-directional logical channels that connect UNIs or NNIs within the EGIX Networks Frame Relay network as requested by the customer. PVC's are made up of two Data Link Connection Identifiers (DLCIs). Multiple PVC's can be established over a single physical access circuit, providing a single access line the capability to transmit data to multiple destinations. PVC's are defined in software tables and do not tie-up capacity when not in use.

(4) Oversubscription

Oversubscription allows the cumulative total Committed Information Rate of the DLCIs associated with single UNIs or NNIs to exceed the bit rate of that UNI or NNI. When this occurs, there is no guarantee that the bandwidth defined for any DLCI will be available at any given time.

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Fairbury, Illinois 61739

Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

B. Service Elements (Cont'd)

(5) UNI Connection

UNI Connection provides a frame relay UNI from a designated Frame Relay Service Point (FRSP). The customer must obtain the appropriate dedicated channel between their premises and the closest FRSP per 8.5.7 following.

UNI Speed	Available CIR
56 Kbps	0, 8, 9.6, 16, 19.2, 28, 32 and 56 Kbps
64 Kbps	0, 8, 9.6, 16, 19.2, 28, 32, 56 and 64 Kbps
128 Kbps-	0, a, 9.6, 16, 19.2, 28, 32, 64 and 128 Kbps
256 Kbps'	0, 8, 9.6, 16, 19-2, 28, 32, 64, 128, 192 and 256 Kbps
384 Kbps*	0, 8, 9.6, 16, 19.2, 28, 32, 64, 128, 192, 256, 320 and 384 Kbps
1.544 Mbps	0, 8, 9.6, 16, 19.2, 28, 32, 64, 128, 192, 256, 320, 3B4, 448,512, 576, 640, 704, 768, 832, 896 and 960 Kbps 1.024,1088, 1.152, 1.216, 1.280, 1.344, 1.408.1.472, .536 and 1.544 Mbps
44.736 Mbps	0, 5, 9.6, 15, 19.2, 28, 32, 64, 126, 192, 256, 320, 384 448, 612, 576, 640, 704, 765, 832, 896 and 960 Kbps 1 V24, 1.088, 1.152, 1.216, 1.280, 1.344, 1.408, 1.472 1.536, 1.544, 3.088, 4.632, 6.176, 7.720, 9.264, 10.808, 12.350,13-896,15.440,16.984,18.528 and 20.072 Mbps

These UNIs are available on a limited basis where facilities and conditions permit.

(6) NNI Connection

NNI Connection provides a frame relay NNI from a designated Frame Relay Service Point (FRSP). NNI Connections are available at 56 Kbps, 64 Kbps, 1.544 Mbps and 44.736 Mbps. The customer must obtain the appropriate dedicated channel between their premises and the closest FRSP.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

B. Service Elements (Cont'd)

(7) Hubbed UNI Connection

Hubbed UNI Connection allows a customer to cross-connect a frame relay UNI to a higher speed service at a designated Frame Relay Service Access Point (FRSAP) location. Hubbed UNI Connections are available at 58 Kbps, 64 Kbps, 1.544 Mbps and 44.736 Mbps and require the Cross-Connect Function following.

(8) Hubbed NNI Connection

Hubbed NNI Connection allows a customer to cross-connect a frame relay NNI to a higher speed service at 2 designated Frame Relay Service Access Point (FRSAP) location. Hubbed NNI Connections are available at 56 Kbps, 64 Kbps, 1.544 and 44.736 Mbps, and require the Cross-Connect Function per 8.5.7 following,

EGIX Networks Frame Relay is available at the option of the Company where facilities permit. If appropriate facilities are not available. Special Construction charges may apply.

The customer must specify the Committed Information Rate (CIR) and the Permanent Virtual Connection (PVC) mapping at the time the service is ordered.

The customer shall provide compatible equipment (Router, Data Service Units (DSUs)[Channel Service Units (CSUs), etc-), in accordance with interface specifications necessary to connect to the frame relay equipment as developed by the Frame Relay Forum, ANSI and ITU-T committees. This equipment is responsible for all error correction that may be required when the frame relay network discards frames.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

B. Service Elements (Cont'd)

EGIX Networks Frame Relay is available only from wire centers designated as either FRSPs. or FRSAPs. If a customers serving wire center is not a designated FRSP or FRSAP, Channel Mileage (CM) from the customer's serving wire center to the nearest FRSP or FRSAP will be required-

The customer shall designate both ends of the PVC's which need to communicate with one another, and these PVC's are then provisioned through the network.

EGIX Networks Frame Relay allows oversubscription of Committed Information Rate as follows;

- (i) Oversubscription of up to 200% is allowed on the UNI.
- (ii) Oversubscription of up to 200% 'is allowed on the NNI.

The minimum service period for EGIX Networks Frame Relay is 12 months.

A Change Charge will be applied whenever a change is made to the customers network map, including changes to CIR or remapping PVC's. Only one Change Charge will apply for multiple changes made at the same time to the same UNI or NNI. Each order can be for a maximum of 20 changes.

Due dates for service installation or changes will be assigned as specified in EGIX Networks Interval Guide AM TR-MK- 000088.

Cancellation of an application for EGIX Networks Frame Relay may result in charges to the customer as shown in 8.5.7 following. Cancellation of dedicated services associated with EGIX Networks Frame Relay may result in charges as described in Section 8.5.7 preceding.

A customer may delay an order at any time prior to the three calendar days immediately prior to the due date without penalty. If the delay is within three calendar days, a Customer Requested Order Delay Charge will apply.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

B. Service Elements (Cont'd)

If a customer is not ready on the due date and has not requested a delay prior to the due date, the service will commence on the due date originally established.

A customer may change CIR or PVC speed at any time prior to the three calendar days immediately prior to the due date without penalty. If the change is within three days, a Change Charge and an Administrative Charge will apply.

The customer can upgrade or downgrade CIR speed at any time without termination liability. A Change Charge and Administrative Charge will apply.

EGIX Networks will perform routine maintenance as required to reasonably maintain service performance. Outages shall also be required to provide hardware, software and facility upgrades. Such upgrades shall occur between 2 am and 6 am on Sundays (Central Standard Time [CST]). Additional maintenance may be necessary and will be scheduled at mutually agreeable times.

(9) Customer Requested Order Delay Charge

The Customer Requested Order Delay Charge applies once per UNI or NNI connection whose installation is delayed per 2 customer request. The nonrecurring Customer Requested Order Delay Charge for EGIX Networks Frame Relay is set forth in 8.5.7 following.

(10) Change Charge

The Change Charge applies whenever a change is made to the customer's network map. Up to 20 changes may be requested per order. The nonrecurring Change Charge for EGIX Networks Frame Relay is set forth in 8.5.7 following.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

C. Additions to Frame Relay Serving Arrangements

A subsequent order to add additional connections to an existing frame relay arrangement must be for a period of 12, 36 or 60 months or for the remainder of the existing Frame Relay OPP provided that the existing OPP has a minimum of 12 months remaining.

D. Termination Liabilities

Customers requesting termination of service prior to the expiration date of the OPP term will be liable for a termination charge. The termination charge will be calculated as follows,

The dollar difference between the current OPP rate for the OPP term that could have been completed during the time the service was actually in service, or the entire 12 month OPP rate for a service in place less than 12 months, and the customers current OPP rate for each month the service was provided.

For example, a customer subscribed to a 60 month OPP term and disconnected service during the 37th month. This customers termination charge would be:

$[35 \text{ month OPP Rate} - 60 \text{ month OPP rate}] \times 37 = \text{Termination Charge.}$

The 36 month OPP term could have been completed during the months the service was actually in service.

All termination charges Will be based on the OPP rates in effect at the time of termination.

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Section 6 - BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

6.2 SERVICE DESCRIPTIONS AND RATES (Cont'd)

6.2.8 Frame Relay Service (Cont'd)

E. Credit Allowance

A Credit-Allowance will be given for an interruption to EGIX Frame Relay.

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