

Product Guide Applicable to
Resold
Interexchange Services
Furnished by
Magellan Hill Technologies, LLC
Between Points Within the State of Ohio

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GUIDE FORMAT

A. **Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to this Product Guide. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Page 14 and 15 would be 14.1.

B. **Paragraph Numbering Sequence** - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level:

2

2.1

2.1.1

2.1.1.1

DEFINITIONS

- “Applicant” refers to an individual, partnership, corporation, association, or government agency who applies to the Company for any new or additional telephone service.
- “Business Hours” refers to the time after 8:00 A.M. and before 5:00 P.M., Monday through Friday excluding holidays.
- “Carrier,” “Company” or “Utility” refers to Magellan Hill Technologies, LLC (“Magellan Hill”).
- “Commission” refers to the Public Utilities Commission of Ohio.
- “Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.
- “Customer” refers to any person, firm, corporation, or governmental entity who has applied for and is granted Service or who is responsible for payment of Service.
- “Delinquent or Delinquency” refers to an account for which payment has not been paid in full on or before the last day for timely payment.
- “Grandfathered Service” applies to an obsolete and/or outdated Service the Utility no longer wishes to provide. The grandfathering of a Service is the Utility’s method of managing the terms and conditions for this Service prior to ultimately discontinuing the Service, or change existing terms and regulations without discontinuing certain rights, privileges or conditions of the Service to existing Customers.
- “Hunting Service” refers to an arrangement to search multiple lines of the same class of Service and of the same Customer for a vacant line for each incoming call.

DEFINITIONS (Cont'd)

- "Local Access Transport Area ("LATA")" refers to a geographical area established by the U.S. District Court for the District of Columbia in Civil Action No. 820192.
- "Nonrecurring Charges" refer to a one-time charge associated with given Service or item of equipment which applies on a per-Service and/or per item basis each time the Service or item of equipment is provided.
- "Non-Published or Unlisted Service" refers to Service that is not accompanied by inclusion of the Subscriber's name, address, or telephone number in a published directory or directory assistance data base.
- "Service" refers to any telecommunications service(s) provided by the Company under this Product Guide.
- "Subscriber" refers to the firm, company, corporation, or other entity that contracts for Service under this Product Guide and that is responsible for the payment of charges as well as compliance with the Company's regulations pursuant to this Product Guide.
- "Station" refers to a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.
- "Tariffs" refer to the tariffs, price lists, product guides and generally applicable terms and conditions on file with a state or federal regulatory authority or publicly available on the Company's website in accordance with the regulations of a state or federal regulatory authority.
- "Telephone Numbers" refer to The North American Numbering Plan [NPA-NXX-XXXX] numbers assigned to Magellan Hill Customers and used in conjunction with the Services provided pursuant to this Product Guide.

Section 1. APPLICATION OF PRODUCT GUIDE

- 1.1.1 This Product Guide governs the Services provided by Magellan Hill Technologies, LLC that originate and terminate within the State of Ohio. Specific Services and rates are described elsewhere in this Product Guide.
- 1.1.2 The Company's installs operates, and maintains the communications Services provided herein in accordance with the terms and conditions set forth under this Product Guide. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.
- 1.1.3 The Company's Services are provided on a monthly basis unless ordered on a longer term basis, and are available twenty-four hours per day, seven days per week.
- 1.1.4 The Company's Services are available to business Customers.

SECTION 2. RULES AND REGULATIONS**2.1 Undertaking of the Company**

This Product Guide contains the regulations, rates and charges applicable to interexchange services provided by the Company in the State of Ohio.

2.2 Obligations of the Customer**2.2.1 The Customer shall be responsible for:**

- 2.2.1.1 The payment of all applicable charges pursuant to this Product Guide.
- 2.2.1.2 Reimbursing the Company for damage to, or loss of, the Company's property or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations, or by fire or theft or other casualty on the Customer's premises unless caused by the negligence or willful misconduct of the employees or agents of the Company.
- 2.2.1.3 Providing at no charge, as specified from time to time by the Company, any needed space and power to operate the Company's Services and equipment installed on the Customer's premises.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.2 Obligations of the Customer (Cont'd)**

- 2.2.1.4 Complying with all laws and regulations regarding the working conditions on the premises at which the Company's employees and agents shall be installing or maintaining the Company's property and equipment. The Customer may be required to install and maintain the Company's property and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work.
- 2.2.1.5 Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's property and equipment in any Customer premises for the purpose of installing, inspecting, maintaining, repairing, or upon termination of Service as stated herein, removing the property or equipment of the Company.
- 2.2.1.6 Making Company property and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in Service will be made for the period during which Service is interrupted for such purposes.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.2 Obligations of the Customer (Cont'd)**

2.2.2 With respect to any Service, equipment or other property provided by the Company, the Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses for:

2.2.2.1 Any loss, destruction or damage to property of the Company or any third party, or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or

2.2.2.2 Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer.

2.2.3 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment/network is compatible with such equipment/network. The connection, operation, testing, or maintenance of such equipment shall be such as not to cause damage to the Company-provided equipment and property or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.2.4 The Company's Services (as detailed in this Product Guide) may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of this Product Guide or contracts which are applicable to such connections.

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.2 Obligations of the Customer (Cont'd)

- 2.2.5 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in this Product Guide for the installation, operation, and maintenance of Customer-provided facilities and equipment that is connected to Company-owned network and equipment.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.3 Liability of the Company**

2.3.1 In view of the fact that the Customer has exclusive control over the use of Service and property furnished by the Company, and because certain errors incident to the Services and to the use of such property of the Company are unavoidable, Services and property are furnished by the Company subject to the terms, conditions and limitations herein specified:

- (A) The Company's damages arising out of its negligent acts, or mistakes, omissions, interruptions, delays, errors, or defects during the course of furnishing Service, shall in no event exceed an amount equivalent to Magellan Hill's charges for Service during the period affected by such negligence, or in which such mistakes, omissions, interruptions, delays, errors, or defects occurred. Any mistakes, omissions, interruptions, delays, errors, or defects that are caused by or materially contributed to by the negligence or willful acts of Customer, or that arise from the equipment used by Customer and not provided by Magellan Hill, shall not result in the imposition of any liability upon Magellan Hill.

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.3 Liability of the Company (Cont'd)

- (B) Customer shall defend, indemnify, and hold harmless the Company, its officers and directors, employees, and agents from and against any and all lawsuits, claims, demands, penalties, losses, fines, liabilities, damages, and expenses of any kind and nature (including, without limitation, liability to third parties for personal injury or death and for loss or damage to property, and loss or damage to Company property, and injury to Company employees), without limitation whatsoever, that in any way arise out of or result from Customer's operations, installation or maintenance of equipment and property, or performance under this Product Guide, or that arises out of or in any way is connected with Customer's provision of Service to its end users, or any use or attempted use by Customer or any such end user of Services provided by the Company hereunder; provided that this section shall not apply to the extent that any injury, loss, or damage is caused by the gross negligence or willful misconduct on the part of the Company.
- (C) The Company will not be liable for any act, omission to act, negligence, or defect in the quality of Service of any underlying carrier or other service provider whose facilities or services are used in furnishing any portion of the service received by Customer. Magellan Hill will not be liable for any failure of performance that is caused by or the result of any act or omission by Customer or any entity other than Magellan Hill, that furnishes services, facilities, or equipment used in connection with Magellan Hill's Services.

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.3 Liability of the Company (Cont'd)

- (D) EXCEPT AS EXPRESSLY PROVIDED IN THIS PRODUCT GUIDE, MAGELLAN HILL MAKES NO EXPRESSED OR IMPLIED REPRESENTATIONS, OR WARRANTIES, INCLUDING ANY WARRANTIES REGARDING MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.
- (E) IN NO EVENT SHALL MAGELLAN HILL BE LIABLE TO CUSTOMER FOR SPECIAL, INCIDENTAL, INDIRECT, CONSEQUENTIAL, OR PUNITIVE DAMAGES (INCLUDING WITHOUT LIMITATION, LOST PROFITS OR REVENUE).

2.3.2 Limitation of Liability

- 2.3.2.1 Nothing in this Product Guide shall be construed to limit the Company's liability in cases of gross negligence or willful misconduct.

2.3.3 Force Majeure

- 2.3.3.1 Neither Customer nor Company shall be responsible for delays or failures in performance, except for the obligation to make payments required under this Product Guide, resulting from acts or occurrences in the nature of force majeure such as fire, explosion, acts of God, war, or civil commotion; any law, order, regulation, or ordinance of any government or legal body; strikes; or delays caused by the other party. In such event, the party affected shall, upon giving prompt notice to the other, be excused from such performance to the extent of such interference. The affected party shall use its reasonable efforts to avoid or remove the cause of non-performance and both parties shall proceed to perform with dispatch once the causes are removed or cease.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.4 Application for Service****2.4.1 Minimum Contract Period**

2.4.1.1 Except as otherwise provided, the minimum contract period is one month for all Services furnished. However, if a new Customer notifies the Company within twenty days after receipt of the first bill that certain Services or equipment are not desired, the Company will delete such Services or equipment from the Customer's account without a record keeping or service ordering charge. The Customer nonetheless shall be responsible for all monthly usage and installation charges incurred for the use of such Service and equipment.

2.4.1.2 Except as provided in 2.4.2.1, the length of minimum contract period for directory listings, and for joint user service where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to Customers to the day the succeeding directory is first distributed to Customers.

2.4.1.3 The Company may require a minimum contract period longer than one month in connection with special, non-standard types or arrangements of equipment, or for unusual construction, necessary to meet special demands for Service.

2.4.2 Cancellation of Service

2.4.2.1 Where the Applicant cancels an order for Service prior to the start of the installation or special construction, no charge shall apply, except to the extent the Company incurs a service order or similar charge from a supplying carrier, if any, prior to the construction.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.4 Application for Service (Cont'd)**

2.4.2.2 Where the installation, other than where provided by special construction, has been started prior to cancellation, the lower of the following charge applies;

2.4.2.2.A The total costs of such installation; or

2.4.2.2.B For business customers, the monthly charges for the entire initial contract period of the service ordered by the Customer as provided in this Product Guide plus the full amount of any applicable installation and termination charges.

2.4.2.3 Where special construction of facilities has been started prior to the cancellation, and the Company has another requirement for the specially constructed facilities, no charge applies.

2.4.2.4 The Company reserves the right to redefine its regions, add new regions, or remove regions from its current offering, as it deems appropriate in its sole discretion and will provide the Customer with at least thirty (30) days' notice of any change in the definition of the Company's regions.

2.4.2.5 In the event that the Company plans to exit a current region, the Customer shall be provided with thirty (30) days prior written notification of the Company's intent. The Customer shall be allowed to immediately terminate Services in the affected region without penalty.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.5 Payment for Service**

2.5.1 Magellan Hill will bill Customer monthly, with recurring charges being billed in advance and any usage charges billed in arrears. Payment is due upon receipt by Customer and payable within twenty-two (22) days of the Bill Date (the "Due Date").

2.5.2 Payments are past due if not received by the Company by the Due Date. Any amounts past due will be subject to a late payment charge after the due date accruing at the rate of 1-1/2% per month on balances greater than twenty (\$20.00) dollars until paid. In addition, bills not paid within thirty (30) days of the Bill Date and which have not been disputed in accordance with the procedures set forth in Section 2.3 of this Product Guide, may result in suspension of access privileges to Magellan Hill's collocate facility if Customer is collocated until the full amount of the bill is paid. Bills not paid within forty (40) days of the Bill Date and which have not been disputed in accordance with the procedures set forth in Section 2.8.1 of this Product Guide, may result in suspension of Service until the overdue payments and any additional charges that may be imposed to restore Service have been paid. Failure of the Customer to pay all undisputed amounts by the Due Date is a material breach and a seven (7) day notice shall be required in order to terminate Services hereunder for non-payment.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.5 Payment for Service (Cont'd)**

- 2.5.2 The Customer is responsible for payment of all charges for Service furnished to the Customer. Charges based on actual usage during a month will be billed monthly in the month following the month in which the Service was used. All fixed monthly and nonrecurring charges for Services ordered will be billed monthly in advance.
- 2.5.3 The Company reserves the right to require from an Applicant for Service advance payments of fixed charges and nonrecurring charges. The advance payment will not exceed an amount equal to the nonrecurring charge(s) and one month's charges for the Service. In addition, where special construction is involved, the advance payment may also include an amount equal to the estimated nonrecurring charges for the special construction. The advance payment will be applied to any indebtedness for the Service for which the advance payment is made on the Customer's initial bill.

Advanced payments for installation costs or special construction will be credited on the first bill in their entirety.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.6 Customer Deposits**

- 2.6.1 The Company may require a deposit or guarantee of payment from any Customer or Applicant who has not established good credit with that utility. Deposit or guarantee of payment requirements as prescribed by the utility must be based upon standards which bear a reasonable relationship to the assurance of payment. A deposit shall not exceed an estimated two months' gross bill or existing two months' bill where applicable. All deposits shall be in addition to payment of an outstanding bill or a part of such bill as has been resolved to the satisfaction of the Company, except where such bill has been discharged in bankruptcy. The Company will not require a deposit or a guarantee of payment without explaining in writing why that deposit or guarantee is being required and under what conditions, if any, the deposit will be diminished upon return.

The Company may determine whether a Customer has established good credit with that utility, except as herein restricted:

- 2.6.1.1 A Customer, who within the last 24 months has not had Service disconnected for nonpayment of a bill and has not been liable for disconnection of Service for nonpayment of a bill, and the bill is not in dispute, shall be deemed to have established good credit.
- 2.6.1.2 The Company shall not require a deposit or a guarantee of payment based upon income, home ownership, residential location, employment tenure, nature of occupation, race, color, creed, sex, marital status, age, national origin, or any other criteria which does not bear a reasonable relationship to the assurance of payment or which is not authorized by this chapter.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.6 Customer Deposits (Cont'd)**

2.6.1.3 No utility shall use any credit reports other than those reflecting the purchase of utility Services to determine the adequacy of a Customer's credit history without the permission in writing of the Customer. Any credit history so used shall be mailed to the Customer in order to provide the Customer an opportunity to review the data. Refusal of a Customer to permit use of a credit rating or credit service other than that of a utility shall not affect the determination by the utility as to that Customer's credit history.

2.6.2 Return of Deposit

The Company will return the deposit to the Customer after twelve months prompt payments.

When a deposit is to be returned, the Customer may request that the full amount of the deposit be issued by check. If the Customer requests that the full amount be credited to amounts owed the Company, the Company will apply the deposit to any amount currently owed to the Company, and return any remaining amount of the deposit to the Customer by check.

2.6.3 Interest on Deposits

Interest shall be paid on deposits at the rate of seven percent per year. Interest on deposits shall be payable from the date of deposit to the date of refund or disconnection. The Company may, at its option, pay the interest at intervals it chooses but at least annually, by direct payment, or as a credit on bills.

Upon termination of Service, the deposit with accrued interest shall be credited to the final bill and the balance shall be returned within 45 days to the Customer.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.7 Customer Complaints and Billing Disputes****2.7.1 TELEPHONE CUSTOMER RIGHTS AND RESPONSIBILITIES**

You, as a telephone customer, have many rights and responsibilities. Explanations of some of them are as follows:

Resolving Problems and Disputes**Informal Complaints**

If you have a problem with your telephone bill or service, contact the phone company first. You may call or send a letter to the company. The telephone number to your phone company is printed on your bill. The telephone number is also located elsewhere in this directory.

If your concern is not resolved after contacting a customer representative from the phone company, you may ask to speak with a supervisor. If your problem is still not resolved, contact the Public Utilities Commission of Ohio's (PUCO) consumer call center for help. The call center staff will review rules with you, advise you of your rights, and if needed, will work with you and the company to try to solve your problem.

You may contact the PUCO at 1-800-686-7826 (toll free) or for TTY at 1-800-686-1570 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.PUCO.ohio.gov.

Mail address – Service Monitoring and Enforcement Dept.

Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Ohio 43215-3793

Residential customers may also contact the Ohio Consumers' Counsel for assistance with complaints and utility issues at 1-877-742-5622 (toll free) from 8:00 a.m. to 5:00 p.m. weekdays, or at www.pickocc.org.

2.7.1 TELEPHONE CUSTOMER RIGHTS AND RESPONSIBILITIES

Formal Complaints

If you are not able to reach an agreement with the company through the PUCO's informal complaint process, you have the right to file a formal complaint. You may obtain a formal complaint form from the call center representative, by writing to the PUCO or by accessing the PUCO's web page.

If you are a residential customer, you may represent yourself in the formal complaint proceeding or hire an attorney to represent you. The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. OCC can be contacted toll free at 1-877-742-5622 from 8:00 a.m. to 5:00 p.m. weekdays, or visit www.pickocc.org.

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.8 Allowance for Interruptions in Service

2.8.1 Credit for failure of Service or equipment will be allowed only when failure is caused by or occurs in equipment owned, provided, or billed for, by the Company.

2.8.2 The following allowances are provided for interruptions in Service, as specified for particular Services furnished solely by the Company:

The Company shall allow for interruptions in exchange telephone service of 24 hours or more not due to conduct of Customer an amount equal to the fixed monthly charges for exchange service multiplied by the ratio of the days of interruption to thirty days. When interruptions continue beyond 24 hours, credit allowance will be given in successive 24-hour multiples

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.9 Taxes and Fees**

- 2.9.1 All state and local taxes and fees shall be listed as separate line items on the Customer's bill.
- 2.9.2 If a municipality, other political subdivision or local agency of government, or the Commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the Customer receiving Service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.9.3 Service shall not be subject to taxes for a given taxing jurisdiction if the Customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the Customer has been granted a tax exemption.

2.10 Returned Check Charge

The charge for a returned check is \$30.00.

2.11 Special Customer Arrangements

In cases where a Customer requests special or unique arrangements which may include but are not limited to engineering, conditioning, installation, construction, facilities, assembly, purchase or lease of facilities and/or other special services not offered under this Product Guide, the Company, may provide the requested services. Appropriate recurring charges and/or nonrecurring charges and other terms and conditions will be developed for the Customer for the provisioning of such arrangements.

SECTION 2. RULES AND REGULATIONS (Cont'd)

2.12 Disconnection and Termination of Service

Discontinuance of Service will be done pursuant to OAC 4901:1-5-10.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.13 Unlawful Use of Service**

2.13.1 Service shall not be used for any purpose in violation of law or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents, and permits. The Company shall refuse to furnish Service to an Applicant or shall disconnect the Service without notice of a Customer when:

2.13.1.1 An order shall be issued, signed by a judge finding that probable cause exists to believe that the use made or to be made of the Service is prohibited by law, or

2.13.1.2 The Company is notified in writing by a law enforcement agency acting within its jurisdiction that any Service or Equipment furnished by the Company is being used or will be used for the purpose of transmitting or receiving gambling information in interstate or foreign commerce in violation of the law.

2.13.2 If Service has been physically disconnected by law enforcement officials at the Customer's premises and if there is not presented to the Company the written finding of a judge, then upon written or verbal request of the subscriber, and agreement to pay restoral of service charges and other applicable service charges, the Company shall promptly restore such Service.

2.14 Interference with or Impairment of Service

Service shall not be used in any manner that interferes with other persons in the use of their Service, prevents other persons from using their Service, or otherwise impairs the quality of service to other Customers. The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others or impairing the service of others.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.15 Telephone Solicitation by Use of Recorded Messages**

2.15.1 Service shall not be used for the purpose of solicitation by recorded messages when such solicitation occurs as a result of unrequested or unsolicited calls initiated by the solicitor by means of automatic dialing devices. Such devices, with storage capability of numbers to be called or a random or sequential number generator that produces numbers to be called and having the capability, working alone or in conjunction with other equipment, of disseminating a prerecorded message to the number called and which are calling party or called party controlled, are expressly prohibited.

2.16 Incomplete Calls

2.16.1 There shall be no charge for incomplete calls. No charge will be levied for unanswered calls. Customers will receive credit for calls placed to a wrong number if the Customer notifies the Company of the error.

2.17 Overcharge

2.17.1 When a Customer has been overcharged, the amount shall be refunded or credited to the Customer.

2.18 Notices

2.18.1 Any notice required or permitted to be given under this Product Guide shall be in writing and delivered by hand, mail, national overnight courier service or by fax if confirmed by telephone to the Customer, at the address or phone numbers shown herein or at such other address or phone numbers as shall be designated from time to time.

SECTION 2. RULES AND REGULATIONS (Cont'd)**2.19 Emergency Calling**

Access to 911 and E911 service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the Customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the Customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

SECTION 3. DESCRIPTION OF SERVICES

3.1 Trial Services

- 3.1.1 The Company may offer new services from time to time on a trial basis. Such trials are limited to a maximum of six months.

3.2 Individual Case Basis (“ICB”) Offerings

- 3.2.1 This Product Guide may not specify the price of a service or list that price as “ICB”. The Company may or may not have an equivalent service in the tariff on file with the Commission, and the quoted ICB rates may be different than the tariffed rates. An ICB must be provided under contract to a Customer and the contract filed (can be under seal) with the Commission. All Customers have non-discriminatory access to requesting the service under an ICB rate.

SECTION 3. DESCRIPTION OF SERVICES**3.4 Customized Pricing Arrangements (“CPAs”) Offerings**

3.4.1 The Company may offer CPAs to eligible Customers. Each CPA is customized to meet the specific needs of a Customer. Rates quoted are different from the tariffed rates. CPA rates must be provided under contract to a Customer and the contract filed (can be under seal) with the Commission.

3.5 Long Distance Service

Magellan Hill long distance services are either intraLATA or InterLATA telephone services that allow Customers to originate and terminate calls at locations within the State of Ohio. Magellan Hill offers its long distance services only under both a volume commitment and a term commitment. In some cases Magellan Hill's long distance services may be add-ons to interstate long distance services provided by Magellan Hill, and are available as provided in Magellan Hill's interstate services. Customers who receive local service from Magellan Hill, but do not receive interexchange services from Magellan Hill, will receive intraLATA service from Magellan Hill, priced in accordance with the rates and procedures used for intraLATA calls. Magellan Hill will provide Customers with the option to select any intraLATA /interLATA carrier upon written request.

SECTION 3. DESCRIPTION OF SERVICES (Cont'd)**3.6 Directory Assistance**

Directory Assistance (DA) is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than the provision of DA service. The service is furnished subject to the condition that there will be no abuse or fraudulent use of the service. Abuse or fraudulent use of the service includes the obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Directory Assistance service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with attempt to avoid payment, in whole or in part, of the regular charge for such service. In addition to any other action authorized by this Product Guide, the Company may, in such cases of abuse or fraudulent use, assess appropriate Directory Assistance charges on the Customer's regular telephone account.

3.7 County-Wide Calling Plan

Carrier's facilities shall not be used to apply long distance (toll) charges to any call between two telephones with the same county, or to treat any calls between 0-16 or 0-22 miles as anything other than a local call.

SECTION 4. RATES AND CHARGES

4.1 Calculation of Rates

4.1.1 The chargeable time for a long distance call is determined by the duration of the call. Chargeable time begins when connection is established between the calling station and the called station. Chargeable time ends when the calling station hangs up. If the called station hangs up, but the calling station does not, chargeable time ends when the connection is released by either automatic timing equipment in the telecommunications network or by an operator.

4.1.2 Calls are billed in (six) 6 second increments with an thirty (30) second minimum for interLATA calls and a thirty (30) second minimum on intraLATA calls.

4.1.3 Different rates based on the time of day or day of week are described in the following rate table.

Rate Periods	From	To, but not Including	Days
Day	8:00 a.m.	5:00 p.m.	Monday-Friday
Evenings	5:00 p.m.	11:00 p.m.	Monday-Friday
Night/Weekends	11:00 p.m.	8:00 a.m.	Monday-Friday
Night/Weekends	11:00 p.m.	8:00 a.m.	Saturday-Sunday

The Company charges weekend rates on the following Federal holidays: New Year's Day, President's Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

4.2 County-wide Calling

Calls made within the county are toll-free.

SECTION 4. RATES AND CHARGES (Cont'd)

4.3 Long Distance Service

	Day / Evening	Night / Weekends
InterLATA Resold Toll	\$0.099 Per Minute	\$0.099 Per Minute
Minimum Usage	\$0.00 Per Month	\$0.00 Per Month

SECTION 4. RATES AND CHARGES (Cont'd)**4.3 Long Distance Service****4.3.2 IntraLATA Resale**

Mileage Band	Rate Period	Rate Period	Rate Period
	Day	Evening	Night/Weekends
	1 st Min/addl. 1 Min	1 st Min/addl. 1 Min	1 st Min/addl. 1 Min
0 To 16 Miles	\$-----0-----	\$-----0-----	\$-----0-----
16+ To 20 Miles	\$-----0-----	\$-----0-----	\$-----0-----
20+ To 22 Miles	\$-----0-----	\$-----0-----	\$-----0-----
23+ To 25 Miles	\$.0966/\$.0809	\$.0772/\$.0648	\$.0579/\$.0486
25+ To 30 Miles	\$.0966/\$.0809	\$.0772/\$.0648	\$.0579/\$.0486
30+ To 40 Miles	\$.0966/\$.0809	\$.0772/\$.0648	\$.0579/\$.0486
40+ To 50 Miles	\$.1044/\$.0888	\$.0835/\$.0710	\$.0626/\$.0533
50+ To 70 Miles	\$.1044/\$.0888	\$.0835/\$.0710	\$.0626/\$.0533
70+ Miles	\$.1044/\$.0966	\$.0835/\$.0772	\$.0626/\$.0579

SECTION 4. RATES AND CHARGES (Cont'd)**4.4 Discounts for Hearing Impaired Customers**

4.4.1 TDD: The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate, if any, during business day hours and night/weekend rate, if any, during the evening rate period.

4.4.2 TRS: The credit to be given on a subsequent bill for such calls placed by TDDs with the assistance of the relay center will be equal to 50% of the rate for the applicable rate period. If either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted at 25% of the applicable rate.

4.5 Access to Telephone Relay Services

Where required by the Public Service Commission, the Company will participate in telephone relay services for handicapped and/or hearing-impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications Customers as may be required by state law.

SECTION 5. INTRALATA TOLL PRESUBSCRIPTION**5.1 General**

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of Service. When an end user selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier’s other service(s).

An ITP must use Feature Group D (“FGD”) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**5.2 Presubscription Charge Application****5.2.1 Initial Free Presubscription Choice for New Users**

New end users (including an existing Customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a Customer cannot decide upon an IntraLATA toll carrier at the time, the Customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the Customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users is the period within thirty days of installation of the new service.

Initial free selections available to new end user are:

1. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
2. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.

SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)**5.2 Presubscription Charge Application (Cont'd)****5.2.2 Cancellation of IntraLATA Toll Presubscription by an ITP**

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to the Company that this activity has taken place.

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”)**5.3.1 When a discrepancy is determined regarding an end user’s designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:**

A signed letter of authorization takes precedence over any order other than subsequent, direct Customer contact with the Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines Customer choice.

5.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

**5.3 End User/Pay Telephone Service Provider Charge Discrepancy
("Anti-Slamming Measure") (Cont'd)**

5.3.2 Verification of Orders for Telemarketing (Cont'd)

5.3.2.1 The ITP has obtained the Customer's written authorization to submit the order that explains what occurs when a PIC is changed and confirms:

5.3.2.1.A The Customer's billing name and address and each telephone number to be covered by the PIC change order;

5.3.2.1.B The decision to change the PIC to the ITP; and

5.3.2.1.C The Customer's understanding of the PIC change fee; or

SECTION 5. INTRALATA TOLL PRESUBSCRIPTION (Cont'd)

**5.3 End User/Pay Telephone Service Provider Charge Discrepancy
("Anti-Slamming Measure") (Cont'd)**

5.3.2 Verification of Orders for Telemarketing (Cont'd)

5.3.2.2 The ITP has obtained the Customer's electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.1 preceding to confirm the authorization; or

5.3.2.3 An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the Customer's oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the Customer's date of birth or social security number).

5.3.3 The Company will follow the Federal Communications Commission's and the Commission's regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The Customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a Customer who has stated their intent to select a different carrier.