

KANSAS TELECOMMUNICATIONS TARIFF

This Tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for Local Exchange and Exchange Access telecommunications services within the State of Kansas by Knology of Kansas, Inc. This tariff is on file with the Kansas Corporation Commission. Copies may be inspected, during normal business hours, at the following locations:

Knology of Kansas, Inc.
1241 O.G. Skinner Drive
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(706) 645-3966

or

Kansas Corporation Commission
1500 SW Arrowhead Road
Topeka, KS 66604-4027
(800 662-0027)

Issued Date:

Effective Date:

Issued by:
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SECTION 1
DEFINITIONS

ACCESS LINE

A central office circuit or channel that provides access to the telephone network for local and long distance telephone services.

AIR LINE MEASUREMENT

The shortest distance between two points. A measurement for computation of mileage charges between termination points.

ANCILLARY DEVICES

All terminal equipment except telephone instruments, PBX-PABX systems, key systems and data services.

ANSWERING EQUIPMENT

Equipment that will automatically answer incoming calls and make an announcement. It may also be equipped to record messages.

APPLICANT

Any person, partnership, corporation, or any combination thereof requesting service or action from the Company.

AUTHORIZED PROTECTIVE CONNECTING MODULE

A protective unit approved by the Company which is manufactured in accordance with the design set forth in Part 68 of the Federal Communications Commission's Rules and Regulations.

AUTHORIZED USER

A person, firm or corporation (other than the customer) who has been authorized by the Company to communicate over a private line or channel according to the terms of the Tariff and (1) on whose premise a station of the private line service is located or (2) who receives from or sends to the Customer over such private line or channel communications relating solely to the business of the Customer

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SECTION 1

DEFINITIONS (cont.)

BUILDING (Same)

A structure under one roof, or two or more structures under separate roofs but connected by passageways, in which the Company's wires or cables can be safely run provided the plant facility requirements are not appreciably greater than would normally be required if all structures were under one roof. In those cases where there are several structures under separate roofs but connected by passageways and the plant facility requirements for furnishing telephone service are appreciably greater than would normally be required if all the structures were under one roof, the term "Same Building" applies individually to each of the separate structures.

BUSINESS SERVICE

Telecommunications service furnished to Customers where the primary or obvious use is of a business, professional, institutional or otherwise occupational nature.

CALL

An attempted communication, whether completed or not.

CALLING AREA

See "Local Service Area."

CANCELLATION CHARGES

A charge applicable under certain conditions when the application for service and/or facilities is canceled in whole or in part prior to the completion of the work involved or before the contract period is completed.

CENTRAL OFFICE

A switching unit in a telecommunications system which provides service to the general public, having the necessary equipment and operating arrangements for the terminating and interconnecting of exchange lines and trunks or trunks only. There may be more than one central office in a building or exchange.

CHANNEL

A path, or combination of paths, for communication between two or more stations or Company offices and furnished in such a manner as the Company may elect, whether by wire, radio or a combination thereof and whether or not by means of a single physical facility or route.

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SECTION 1

DEFINITIONS (cont.)

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services.

CLASS OF SERVICE

A description of telecommunications service furnished a Customer which denotes such characteristics such as nature of use (business or residence) or type of rate (flat or message rate). Classes of service are usually subdivided in grades, such as individual or multi-party line.

COMMISSION

The Kansas Corporation Commission

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of two-way communication between Customer-provided terminal equipment.

COMPANY

Knology of Kansas, Inc.

COMPLEX SERVICE

The provision of a circuit requiring special treatment, special equipment or special engineering design.

CONDUIT

A tubular runway for cable facilities

CONNECTION

Denotes the establishment of telephone service. A move of existing service to a different premise requires a connection.

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SECTION 1

DEFINITIONS (cont.)

CONNECTION CHARGE

See "Service Charges."

CONSTRUCTION CHARGE

A separate initial charge made for construction of pole lines, circuits, facilities, etc., in excess of that contemplated under the rates quoted in the Tariff.

CONTINUOUS PROPERTY

The plot of ground, together with any building thereon, occupied by the Customer, which is not divided by public highways or separated by property occupied by others. Where a Customer occupies property on both sides of a street, alley, highway, body of water, railroad right-of-way, etc., and the properties would otherwise be continuous, such properties are treated as continuous property, provided local wire or cable facilities are used and the Customer furnishes all local distribution pole line facilities or underground conduit required in connection therewith.

CONTRACT

The service agreement between a Customer and the Company under which service and facilities for communication between specified locations for designated periods and for the use of the Customer and its specifically named authorized users are furnished in accordance with the provisions of this Tariff.

CONTRACT PERIOD

The length of time for which a Customer is responsible for the charges associated with the services, facilities, and equipment under contract.

COST OR COST BASIS

Cost of equipment and materials provided or used plus the cost of installation including, but not limited to, engineering, labor, supervision, transportation, right-of-way, other items which are chargeable, and the actual expense incurred by the Company relating to the call-out of Company personnel.

CUSTOM CALLING SERVICES

Custom Calling Services provide for call features like Call Waiting and Call Forwarding and are furnished in connection with basic business and/or residential line service.

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SECTION 1

DEFINITIONS (cont.)

CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7) technology. CLASS is furnished in connection with individual line service.

CUSTOMER (a.k.a End User and/or Subscriber)

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Tariff. The Customer is responsible for compliance with the rules and regulations of the Company, and is responsible for ensuring payment of the charges.

CUSTOMER PREMISES INSIDE WIRE

All wire within a Customer's premise, including connectors, jacks, and miscellaneous materials associated with the wire installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes house, riser, buried, and aerial cable.

CUSTOMER-PROVIDED TERMINAL EQUIPMENT

Devices or apparatus and their associated wiring provided by a Customer, which may be connected to the communications path of the Company's exchange network either electrically, acoustically or inductively.

CUSTOMER TROUBLE REPORT

Any oral or written report from a Customer received by the Company relating to a physical defect or to difficulty or dissatisfaction with the service provided by the Company's facilities. One report shall be counted for each oral or written report received even though several items are reported by one Customer at the same time, unless the group of troubles so reported is clearly related to a common cause.

DEMARCATIION POINT

The point of interconnection between the Company's communications facilities and the terminal equipment, protective apparatus or inside wiring at a Customer's premise. The demarcation point is located on the Customer's side of the Company's protector or equivalent.

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SECTION 1

DEFINITIONS (cont.)

DETACHED ACCESS LINE

An additional circuit connected to an access line either directly or through a switching device that uses Company facilities.

DIRECT BURIAL

The installation of cables or conductors directly in the earth and not in conduit or duct.

DIRECT CONNECTION

Connection of terminal equipment to the Company's exchange facilities by means other than acoustic and/or inductive coupling.

DIRECT ELECTRICAL CONNECTION

The physical connection of electrical conductors in the communications path.

DIRECTORY

A book that typically lists each telephone Customer alphabetically, with his/her service location and telephone number.

DIRECTORY ASSISTANCE SERVICE

Directory assistance service is furnished to supplement the information available in the Company directory, and to furnish telephone numbers to users who are not able to find the listing in their directory.

DIRECTORY LISTING

The publication of the Company's directory and/or directory assistance records of information relative to a Customer's telephone number, by which telephone users are able to ascertain the telephone number of a desired party.

DISCONNECT NOTICE

The written notice sent to a Customer following billing, notifying the customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

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SECTION 1

DEFINITIONS (cont.)

DISCONNECTION OF SERVICE

An arrangement for a permanent interruption of telephone service, made at the request of the Customer, or initiated by the Company for violation of Tariff regulations by the Customer. A "final" bill would be rendered showing moneys owed to the Company net of any amounts to be refunded, such as deposits, as of the date the service was disconnected.

DROP WIRE

Wires used to connect the aerial, buried, or underground distribution facilities to the point where connection is made with a Customer's premise.

EMERGENCY NUMBER SERVICE

A telephone exchange communication service whereby a public safety answering point designated by the Customer may receive and answer telephone calls placed by dialing the number 911. It includes the services provided by the lines and equipment associated with the service arrangement for answering and dispatching of public emergency telephone calls dialed to 911.

ENTRANCE FACILITIES

Facilities extending from the point of entrance on private property to the premise on which service is furnished.

EXCHANGE

The area established by the Company for the administration of telecommunications service for which a separate local rate schedule is provided. The area usually embraces a town, or village and its environs, and consists of one or more central offices, together with associated plant facilities used in furnishing telecommunications services in that area.

EXCHANGE AREA

The area within which the Company furnishes complete telephone service from one specific exchange at the exchange rates applicable within that area.

EXCHANGE SERVICE

Exchange service is a general term describing, as a whole, the facilities for local intercommunications, together with the capability to send and receive a specified or an unlimited number of local messages at charges in accordance with the provisions of the local exchange Tariff.

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SECTION 1

DEFINITIONS (cont.)

FACILITIES

All the plant and equipment of the Company and all instrumentalities owned, licensed, used, controlled, furnished, or supplied for or by the Company, including any construction work in progress allowed by the Commission.

FLAT RATE SERVICE

A classification of exchange service furnished a customer for which a stipulated charge is made regardless of the amount of use.

GENERAL EXCHANGE SERVICES

Services furnished by the Company connected to or associated with primary local exchange service.

HARM

Electrical hazards to Company personnel, damage to Company equipment, malfunctions of Company billing equipment, and degradation of service to persons other than the user as well as the calling or called party.

HIGH CAPACITY CIRCUIT (HI CAP)

Digital-data transmission service equal to, or in excess of T1 data rates (1.544 Mbits).

HOUSEHOLD

A household comprises all persons who occupy a dwelling unit. A dwelling unit is a house, an apartment or other group of rooms or a room that constitutes separate living quarters. A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head of the household) and also any lodgers or employees who regularly live in the house. A person living alone or a group of unrelated persons sharing the same dwelling unit as partners is counted as a household.

IDENTIFICATION NUMBER

An identifying number of a particular model of "Conforming Device" attested by a manufacturer or supplier to comply with the standards and procedures set forth in the Federal Communications Commission's Part 68.

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SECTION 1

DEFINITIONS (cont.)

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under Tariff provisions which provides that only one exchange access line shall be served by the circuit connected.

INITIAL NONRECURRING CHARGE

A nonrecurring charge made for the furnishing of telephone services, which may apply in addition to service connection charges.

INITIAL SERVICE PERIOD

The minimum period of time for which service is provided, which is typically one month unless otherwise specified in the Tariff

INTEREXCHANGE PRIVATE LINE

A communication path between two or more serving areas not connected for exchange telephone service.

INTERFACE

The junction or point of interconnection between two systems or equipment having different characteristics which may differ with respect to voltage, frequency, speed of operation, type of signal and/or type of information coding including the connection of other than Company-provided facilities to exchange facilities provided by the Company.

The point of interconnection between Company equipment and communications facilities on the premise of the Customer. Also referred to as demarcation point.

INTERFACE EQUIPMENT

Equipment provided by the Company at the interface location to accomplish the direct connection of facilities provided by the Company with facilities provided by other than the Company.

INTERLATA

Long distance message telecommunications service where point locations are in a different local access and transport area (LATA).

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SECTION 1

DEFINITIONS (cont.)

INTRALATA

Long distance message telecommunications service where service point locations are within the same local access and transport area (LATA).

INTRAEXCHANGE CHANNEL SERVICE

Channel connecting two or more "primary terminations" in the same exchange.

INTRAEXCHANGE SERVICE

Telecommunications service confined wholly within a single exchange.

JACK

A fixed socket designed to permit the establishment of a connection between the local exchange facilities and terminal equipment equipped with cords ending in plugs.

KEY EQUIPMENT

Switching keys located in the telephone base or other housing arranged to pick up or hold a line, or to communicate with other telephones in the Customer's communications system.

KEY SYSTEM LINE

A circuit connecting key system equipment with a central office.

KEY TELEPHONE SET

A telephone set equipped with keys or buttons in the housing.

KEY TELEPHONE SYSTEM

An arrangement of equipment in combination with telephone sets and associated keys, to connect those telephones to any one of a limited number of exchange, PBX, intercom or private lines. Line status indicating, signaling, holding or other features, are or may be incorporated.

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SECTION 1

DEFINITIONS (cont.)

LOCAL ACCESS AND TRANSPORT AREA (LATA)

Denotes a geographic area established for the administration of telecommunications service. It encompasses designated local operating Company serving area which are grouped to serve common social, economic, and miscellaneous purposes.

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel that connects a station to the interexchange channel or to a channel connecting two or more exchange access lines within an exchange area.

LOCAL EXCHANGE SERVICE

Telecommunications service provided within an exchange for the purpose of establishing connections between Customer premise within the exchange, including connections between a Customer premise and a long distance service provider serving the exchange. Local exchange service may also be referred to as local exchange telephone service.

LOCAL MESSAGE

A communication between two or more exchange access lines within the local service area of the calling telephone.

LOCAL MESSAGE CHARGE

The charge that applies for a completed message that is made when the calling exchange access line and the called exchange access line are both within the same local calling area where a local message charge is applicable.

LOCAL SERVICE

The intercommunication (by means of facilities connected with the Company central office or offices and under the provisions of the Company) between exchange access lines located in the same exchange or in different serving area between which no toll rates apply.

LOCAL SERVICE AREA (LOCAL CALLING AREA)

The area within which telephone service is furnished customers under a specific schedule of exchange rates (flat or measured) and without toll charges. A local service area may include one or more exchange areas under an extended area service arrangement.

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SECTION 1

DEFINITIONS (cont.)

LOCAL SERVICE CHARGE

The charge for furnishing facilities to enable a Customer to send or receive telecommunications within the local service area. This local service calling area may include one or more exchange areas.

LONG DISTANCE MESSAGE TELECOMMUNICATION SERVICE

Facilities furnished by means of wire, radio or a combination thereof for telecommunications between service points in different local service areas in accordance with the regulations and system of charges specified by the Company.

MAINTENANCE SERVICE CHARGE

A nonrecurring maintenance charge applied when service difficulty or trouble results from the use of Customer-provided equipment or inside wiring.

MESSAGE

A communication between two or more exchange access lines. Messages may be classified as local or toll.

MILEAGE

The measurement (airline, route, etc.) upon which a charge for the use of part or all of a circuit furnished by the Company is based.

MINIMUM CONTRACT PERIOD

The minimum length of time for which a Customer is obligated to pay for service, facilities and equipment, whether or not retained by the Customer for such minimum length of time.

NETWORK CONTROL SIGNALING

The transmission of signals used in the telecommunications system which perform functions such as supervision (control, status, and charging signals), address signaling (e.g., dialing), calling and called number identification and audible tone signals (call progress signals indicating reorder or busy conditions, alerting coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

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SECTION 1

DEFINITIONS (cont.)

NON-LISTED TELEPHONE NUMBER

A telephone number associated with an exchange access line for which no listing appears in the alphabetical section of a telephone directory. The number is listed in the information records and is given out upon request.

NONPUBLISHED TELEPHONE NUMBER

A telephone number associated with an exchange access line which, at the request of the Customer, is not listed in the telephone directory and is not made available to the general public by the Company.

NONRECURRING CHARGE

A one-time charge associated with certain installations, changes or transfers of services, either in lieu of or in addition to recurring monthly charges

OFF PREMISE EXTENSION (OPX)

A telephone located in a different office or building from the main phone system.

ONE PARTY SERVICE

Any exchange access line designed for the provision of exchange service to one premise.

PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

PERSON

Includes individuals, partnerships, corporations, governmental bodies, associations and any other such entity.

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SECTION 1

DEFINITIONS (cont.)

PREMISE

The same premise consists of:

- (a) the building or buildings, together with the surrounding land occupied as, or used in the conduct of one establishment, business, residence, or a combination thereof, and not intersected by a public road or by property occupied by others.
- (b) the portion of the building occupied by the customer, either in the conduct of his business or residence, or a combination thereof, and not intersected by a public thoroughfare or by space occupied by others.
- (c) the continuous property operated as a single farm whether or not intersected by a public road.

PREMISE WIRING

All wire within a Customer's premise, including connectors, jacks and miscellaneous materials associated with the wire's installation. Premise inside wire is located on the Customer's side of the Company's premise protector. By definition, Customer premise inside wire excludes riser, buried and aerial cable.

PREASSIGNED NUMBER

A telephone number preassigned before service is actually established.

PREWIRING

Any inside wiring done at the location of a residence or business prior to the initial installation of telephone service.

PRIMARY SERVICE

The initial provision of voice grade access between the Customer's premise and the switched telecommunications network. This includes the initial connection to a new Customer, the move of an existing Customer to a new premise, or the change of a telephone number.

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SECTION 1

DEFINITIONS (cont.)

PRIMARY TERMINATION

Applies to channels which extend beyond the continuous property of a Customer or the confines of a single building housing the first premises of more than one Customer. "Primary Termination" also denotes the first termination of such a channel at a station or private branch exchange on the continuous property of a customer. When more than one Customer's premise is located within the same building, the first termination of such a channel at that building constitutes a "primary termination." For purpose of this definition, the location of a "primary termination" for channel services associated with "switching system services" is considered to be at the "switching system services" serving central office. When the "switching system services" serving central office is not in the same exchange as the main location, the "mileage service area" center for the main location will be used in lieu of the "switching system services" serving central office.

PRIVATE BRANCH EXCHANGE

An arrangement of equipment situated on a customer's premises consisting of a switching apparatus with an attendant's telephone, telephones connected with the switchboard, and trunks connecting it with a central office. The Private Branch Exchange provides for intercommunications between these telephones, for communication with the general exchange network, and for long distance message telecommunications service.

PRIVATE BRANCH EXCHANGE LINE

A channel connecting the Private Branch Exchange (PBX) station or other terminal equipment with the PBX switching equipment.

PRIVATE BRANCH EXCHANGE TRUNKS

Trunks connecting a private branch exchange system with a central office for communication with the general exchange network and for long distance message telecommunications service.

PRIVATE LINE

A circuit provided to furnish dedicated communication between two or more directly connected locations and not having connection with central office switching equipment.

PUBLIC THOROUGHFARE

A road, street, highway, lane or alley under the control of and kept by the public.

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SECTION 1

DEFINITIONS (cont.)

PUBLISHED TELEPHONE NUMBER

A number which appears in the current telephone directory, or is scheduled to appear in a forthcoming telephone directory, and which also appears in the information records for general public information.

RATE CENTER

A specified geographical location within an exchange area from which mileage measurements are determined for the application of rates between exchange areas.

REFERENCE LISTING

The listing of a generally accepted name of a firm or corporation followed by a reference to another listing.

REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with Part 68 of the Federal Communications Commission's Rules and Regulations.

RESIDENTIAL SERVICE

Telecommunications service furnished to Customers when the actual or obvious use is for domestic purposes.

ROTARY HUNTING SERVICE

A central office service arrangement whereby a called busy line in a specified line group will automatically advance until an idle line or trunk is found.

SERVICE CHARGE

A nonrecurring nonrefundable charge for work required to establish initial service or to make subsequent additions to, moves, or changes in that service.

SERVICE DROP

Facilities used to connect buried, aerial or underground distribution facilities to the point of entrance to the building where connection is made with the inside wires of a Customer's telephone.

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SECTION 1

DEFINITIONS (cont.)

SERVICE WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

SERVING CENTRAL OFFICE

The central office from which a Customer's telephone service is normally provided.

SIGNAL CONDITIONING EQUIPMENT

That equipment connected to a channel to condition signals generated by data terminal equipment.

SINGLE CHANNEL (Half Duplex)

A channel with the capability of transmission alternately in either direction, or for transmission in one direction only.

SPECIALIZED CUSTOMER PREMISE EQUIPMENT

Terminal equipment required by persons with impaired hearing, speech, vision or mobility.

STATION EQUIPMENT

Customer-owned or leased equipment connected to a channel to transmit and/or receive voice communications and/or data signals.

SUPERSEDURE OF SERVICE

An Applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a Customer discontinuing that service when the Applicant is to take service on the premise where service is being rendered, and if a notice to that effect from both the Customer and the Applicant is presented to the Company, and if an arrangement, acceptable to the Company, is made to pay outstanding charges against the service. The Company may require such notice to be in writing.

SUPPLEMENTAL CONTRACT

A contract for service, equipment or facilities in addition to that provided for under the original contract.

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SECTION 1

DEFINITIONS (cont.)

SUSPENSION OF SERVICE

An arrangement made at the request of the Customer, or initiated by the Company, for temporarily interrupting service.

TARIFF

The schedule of the Company containing all rules and regulations, rates, and charges, stated separately by type or kind of service and the Customer class filed with the Commission.

TELECOMMUNICATION SERVICES

The various services offered by the Company as specified in this Tariff.

TELEPHONE COMPANY

See "Company."

TELEPHONE NUMBER

A numerical designation assigned to a Customer for convenience in operation and identification. The telephone numbers include the number prefix of a central office, which is termed "central office designation."

TELEPHONE SOLICITATION

An unsolicited telephone call.

TEMPORARY DISCONNECTION

See "Suspension of Service."

TEMPORARY SERVICE

The provision of service definitely known to be required for a short period of time (generally less than twelve consecutive months) such as, but not limited to, service furnished to building contractors, service to a convention, and service for seasonal business including resorts.

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SECTION 1

DEFINITIONS (cont.)

TERMINATION AGREEMENT

An agreement between the Company and the Customer to provide or furnish certain lines or equipment representing a comparatively high investment or in lieu of a contribution to construction for temporary service whereby the Customer agrees to compensate the Company in case the service is discontinued prior to the date specified in the agreement.

TERMINATION CHARGE

A charge made to liquidate a Customer's obligations for termination of service prior to the expiration of the initial contract period.

TERMINATION OF SERVICE

The discontinuance of service or facilities provided by the Company, either at the request of the Customer or by the Company under its regulations concerning cancellation for cause.

TIE LINE

A circuit connecting two switching systems (e.g., Private Branch Exchange and/or Automatic Call Distribution Systems) for the purpose of intercommunicating between the stations connected.

TOLL MESSAGE

A communication between two exchange access lines, the called access line being outside of the local or service area of the access line from which the message originates.

TOLL RATE

The initial period charge prescribed for a toll message usually based upon a minimum initial period and distance between serving area.

TOLL SERVICE

That part of the total telephone service rendered either by the Company or through the Company's access through which Interexchange Carriers provide long distance service between different local service areas in accordance with the rates and regulations specified by either the Company's or other Interexchange Carrier's Long Distance Message Telecommunications Tariffs.

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SECTION 1

DEFINITIONS (cont.)

TRUNK LINE

A telephone communication channel between a central office and a Private Branch Exchange, or a Key System for the common use of all calls or one class between its two terminals.

UNDERGROUND SERVICE CONNECTION

A drop wire or cable which is run underground from a pole line or an underground distributing cable.

VOICE GRADE FACILITY

A communications path typically used in the telecommunications industry for the transmission of voice and associated telephone signals within the frequency bandwidth of approximately 300 to 3000 Hertz between two points comprised of any form or configuration of physical plant capable of transmitting and receiving these frequencies.

WIDE AREA TELECOMMUNICATIONS SERVICE (WATS)

A service designed to meet the needs of customers who make or receive substantial volumes of long distance telephone calls. This service is only provided on an inward or outward basis.

WIRE CENTER

A central office location where telephone feeder and distribution cables are terminated.

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SECTION 2
RULES AND REGULATIONS
DEFINITION OF SYMBOLS

General

The following symbols will be utilized for all changes of material within the General Exchange Tariff:

- C** - Change in Regulation
- D** - Discontinued Rate, Regulation or Text
- E** - Correction of an error made prior to current revision of Tariff
- I** - Increase in Rate
- M** - Moved Rate, Regulation or Text from one page to another with no change in Rate, Regulation or Text.
- N** - New Rate, Regulation or Text
- R** - Reduction in Rate
- T** - Text Change, but no change in Rate or Regulation

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SECTION 2

RULES AND REGULATIONS (cont.)

2.1 GENERAL APPLICATION

- 2.1.1** This tariff applies to the furnishing of the Local Exchange Services by Knology of Kansas, Inc. (Hereinafter referred to as the “Company”) to Customers within the State of Kansas. The Company’s operating territory is listed in Section 3 of this tariff.
- 2.1.2** Local Exchange service will be provided to customers via Company’s cable distribution facilities and may be bundled with the Company’s Internet and Voice services.
- 2.1.3** Complete Tariffs containing all rates for Local Exchange Service will be kept at all times in the Company’s local business office where they will be available for public inspection during regular business hours. Copies may be obtained at reproduction cost.
- 2.1.4** Failure on the part of any customer to observe these rules and regulations of this tariff gives the Company the right to cancel all contracts and discontinue the furnishing of service.
- 2.1.5** The Company reserves the right to offer its Customers a variety of competitive services as deemed appropriate by the Company or similar services as offered by a dominant exchange service provider.
- 2.1.6** The Company concurs in the rules and regulations set forth by the Commission for Competitive Local Exchange Carriers.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE

2.2.1 Availability of Facilities

- A. The rates and charges quoted in this Tariff provide for the furnishing of service and facilities where suitable facilities are available.
- B. The Company shall not be liable for failure to furnish service where facilities are not available. The Company reserves the right to limit use of facilities or other causes beyond the Company's control.
- C. The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities, when necessary due to lack of facilities or due to some other cause beyond the Company's control.
- D. When service and facilities are provided in part by the Company and in part by other connecting companies the regulations of the Company apply to that portion of the service and facilities furnished by the Company.
- E. Service will only be offered where an approved and effective Interconnection Agreement is in place.
- F. Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions of service.
- G. Applications for initial or additional service made verbally or in writing become a contract upon the installation of the service or facility.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.2 Application for Service

- A. Applications for service or requests or orders by the Customer for additional services or facilities may be made orally, or in writing when deemed necessary by the Company, and shall constitute a contract when accepted by authorized employees or agents of the Company, or upon establishment of service.
- B. An Applicant for service must pay all previous indebtedness to the Company for telephone service before service will be furnished.
- C. An applicant for service must provide proof of identity and be able to legally enter into a contractual agreement before service will be furnished.
- D. An Applicant may be denied local exchange service due to then existing outstanding indebtedness to Company for other services, such as Internet or Video services.

2.2.3 Cancellation or Change in Application for Service

- A. Where the Customer cancels an application for service prior to the start of installation of service or of special construction no charge applies.
- B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less net salvage, may apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.
- C. When a Customer requests a change in location of all or a part of the facilities covered by the application for service, or additions, rearrangements, or modifications of existing service prior to completion of the work involved, the Customer may also be required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.4 Refusal of Service

A. Grounds for Refusal of Service:

1. The Company may refuse to serve an Applicant for any one of the following reasons:
 - a. The Applicant's installation or equipment is known to be inadequate, hazardous or of such character that satisfactory service cannot be given.
 - b. In extraordinary circumstances where an Applicant's unlimited access to the network may result in substantial loss of revenue to the Company.
 - c. For refusal to make a deposit if the Applicant/Customer is required to make a deposit under the requirements outlined in this Tariff.
 - d. The Applicant misrepresents his/her identity to avoid collection of previous balances, or previous refusal of service.
 - e. The Applicant's intended use of the service is in violation of any provision in these Rules and Regulations, the rules and regulations of the Commission, or the law.
 - f. The Applicant has then existing outstanding indebtedness for services other than local exchange service provided by Company.

B. Applicant's Recourse

1. In the event the Company refuses to serve an Applicant, the Company will inform the Applicant of the reasons for its refusal.
2. In the event the Applicant believes the Company's refusal of service is unjustified, the Applicant may appeal the refusal with the Consumer Division at the Kansas Corporation Commission.

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RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one (1) Customer may be assumed by a qualified new Customer without lapse in the rendition of service at the exact premise where service is currently rendered.
- B. The Company may require written notice of a Customer's intent to assume existing service. Any and all outstanding charges incurred by the first Customer must be paid for by the Customer assuming the service.
- C. All Rules and Regulations contained in this tariff shall apply to assignees or transferees of service.

2.2.6 Minimum Service Periods

- A. Except as otherwise provided, the initial (or minimum) period for all services and facilities is one month at the same location.
- B. The length of 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 the Customers to the day the succeeding directory is first distributed to Customers.
- C. The Company may require a contract period longer than one month at the same location in connection with Business Service and special (non-standard) types of arrangement of equipment, or for unusual construction, necessary to meet special demands and involving extra costs.

2.2.7 Priority of Establishment of Service

Applications for service in a particular exchange will be completed in the chronological order of their receipt to the extent practical and economical, and depending on the availability of facilities.

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RULES AND REGULATIONS (cont.)

2.2 ESTABLISHING SERVICE (cont.)

2.2.8 Responsibility of the Customer

- A. The Customer shall assume the following responsibilities with the provision of the Company's services and facilities.
1. Payment for all appropriate charges for service.
 2. Providing the names(s) and address(es) of the person(s) responsible for monthly service charges.
 3. Providing the name(s) and address(es) of the customer contact number.
 4. Providing proper identification to obtain service.
 5. Payment for the replacement or repair of the Company's equipment when damage results from improper use of service, or negligence or willful acts resulting in damaged equipment.
- B. Late Fees and Payments
1. All payments for service are due and payable upon receipt of the monthly statement. Payments will be considered delinquent if not received by the due date specified on the monthly invoice.
 2. If the last calendar day for payment remittance falls on Sunday, legal holidays, or another day when the administrative office is not open to the general public, the final payment shall be extended to the next business day.
 3. If a customer makes a partial payment for services, the payment shall be applied first to previously billed services, then to current charges.
 4. Payment for services not received by the due date specified on the monthly invoice may be subject to a late penalty up to 3% that will be assessed on unpaid charges.
 5. The late payment penalty shall not be applied to any balance to which the penalty charge was applied to in a previous monthly statement.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE

2.3.1 **Provision and Ownership of Service and Facilities**

Service and facilities furnished by the Company on the premise of a Customer or Authorized User are the property of the Company and are provided upon the condition that such service and facilities, except as expressly provided in this Tariff, must be installed, relocated, and maintained by the Company. Company employees and agents may enter said premise at any reasonable hour to install, to inspect, or to repair any part of the Company's facilities on the Customer's premise, or to remove such facilities which are no longer necessary for the provision of service.

2.3.2 **Company Facilities at Hazardous or Inaccessible Locations**

- A. Where service is to be established or maintained at a location that would involve undue hazards or where accessibility is impracticable to employees of the Company, the Company may refuse to furnish such service and/or the Customer may be required to install and maintain the Company's facilities in a manner satisfactory to the Company. The customer may be required to reimburse the Company for any unusual costs involved.
- B. The Customer shall indemnify and hold the Company harmless for any and all loss, claims, or damage by reason of the installation and maintenance of such service and /or facilities.

2.3.3 **Protective Equipment**

- A. Protective equipment is required when a hazardous electrical environment is present at a Customer's premise and when the estimated rise in ground potential is sufficient to cause damage to Company facilities or to endanger the safety of the Company's employees or Customers. The Customer must provide the protective equipment subject to Company specifications.
- B. Other special protective equipment and/or neutralizing transformers, isolating transformers, drain coils for use in providing service to Customer's premise where there are high ground potentials, even though not required, may be provided by the Customer, subject to specifications, or in accordance with the rates, terms and conditions otherwise noted in this Tariff.

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RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.3 Protective Equipment (cont.)

- C. All equipment connected to the Company's facilities and the telecommunications network shall meet the provisions of Part 68 of the Federal Communications Commission's Rules and Regulations.

2.3.4 Telephone Numbers

- A. Telephone numbers are the property of the Company and are assigned to the service furnished the Customer. The Company reserves the right to change such numbers and/or central office name associated with such numbers assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.
- B. The Company shall list each Customer with directory assistance, except those numbers not listed at the Customer's request.
- C. In areas where Local Number Portability is available, the Customer shall have the choice of retaining their current phone numbers when changing local service providers.

2.3.5 Classifications of Service

- A. Basis for Classification
 - 1. The determination as to whether Customer service should be classified as business or residence service is based on the character of the use to be made of the service and facilities. This consideration is, in all cases, the basis upon which the rates for any particular service are classified, and any indices of such character of use should be applied with this primary definition in mind.
 - 2. The Company reserves the right to classify any local service furnished a Customer as business or residence service, in compliance with this Tariff.

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RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.5 Classifications of Service (cont.)

- B. Application of Business Rates
 - 1. Business rates apply whenever the use of the service is primarily or substantially have a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.
 - 2. Business rates apply in college fraternity/sorority houses where members lodge within the house.
- C. Application of Residence Rates
 - 1. Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.
- D. Changes in classification between residence to business service may be made without change in telephone number if the Customer so desires.

2.3.6 Installation, Maintenance, and Repair of Facilities

- A. All ordinary expense of installation, maintenance, and repairs of Company equipment and facilities, unless otherwise specified in this Tariff, is borne by the Company. Where special conditions or requirements of the Customer involve unusual construction or installation costs, the Customer may be required to pay a reasonable proportion of such costs. In case of damage, loss, theft, or destruction of any of the Company's property due to the negligence or willful act of the Customer or other persons authorized to use the service and not due to ordinary wear and tear, the Customer shall be required to pay the actual expense incurred by the Company in connection with replacement of the property or the expense incurred in restoring it to its original condition.
- B. The Customer shall not install, disconnect, rearrange, remove, or attempt to repair any facilities owned and furnished by the Company or permit others to do so, except upon the written consent of the Company or as otherwise specified in the Company's applicable Tariffs. The Company shall have the right to charge the Customer for losses experienced as a result of unauthorized tampering.

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RULES AND REGULATIONS (cont.)

2.3 FURNISHING OF SERVICE (cont.)

2.3.6 **Installation, Maintenance, and Repair of Facilities**

- C. The Company may undertake service-affecting activities that may occur in normal operation of the Company's business. Such activities may include, but are not limited to, equipment or facilities additions, removals, or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. With some emergency or unplanned service-affecting conditions, such as an outage resulting from wiring or equipment damage, notification to the Customer may not be possible.
- D. The Customer may be billed the applicable Minimum Service Charge for each physical service call to the Customer's premise wire where the service call is a result of equipment owned or is the responsibility of the Customer.

2.3.7 **Work Performed Outside Regular Working Hours**

The rates and charges specified in this Tariff contemplate that all work in connection with furnishing or rearranging service will be performed during regular working hours. Whenever a Customer requests that work necessarily required in the furnishing or arranging of his service be performed outside the Company's regular working hours, or that work already started should be interrupted, the Customer may be required to pay the amount of additional costs the Company incurs as a result of the Customer's special requirements, in addition to the other rates and charges specified in this Tariff.

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RULES AND REGULATIONS (cont.)

2.4 USE OF SERVICE AND FACILITIES

2.4.1 Use of Service

- A. Services provided by the Company may not be resold by the Customer or used in any manner for which the Customer receives compensation from except as specified below:
1. Services the company provides on a wholesale basis to other certified carriers.
 2. Wholesale services will be provided to other certified carriers on a contractual basis.
- B. The Customer is responsible for payment of all charges of the Company for all services ordered by the Customer, including those that are shared or resold as provided herein.

2.4.2 Accessories Provided by the Customer

No equipment, accessory, apparatus, circuit or device shall be attached to or connected with the Company facilities except as provided in this Tariff or approved by the Company's service unit personnel. In case any such unauthorized attachment or connection is made, the Company shall have the right to remove or disconnect the same, to suspend service during the continuance of said attachment or connection, or to disconnect service. The Customer shall be held responsible for the cost of correcting any impairment of service caused by the use of such attachments or connections and shall be billed for each service call made to his/her premises because of the use of such attachments or connections.

2.4.3 Limit On Communication

The Company reserves the right to limit the length of communications when necessary due to a shortage of facilities caused by emergency conditions.

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RULES AND REGULATIONS (cont.)

2.4 USE OF SERVICE AND FACILITIES (cont.)

2.4.4 Unlawful, Abusive, or Fraudulent Use of Service

- A. The service is furnished subject to the condition that it will not be used for any unlawful purpose. Service will be discontinued, after proper written notice, if any law enforcement agency, acting within its apparent jurisdiction, advises in writing that such service is being used in violation of law. The Company will refuse to furnish service when it has reasonable grounds to believe that such service will be used in violation of law. The Company shall in no event be liable for any damage resulting from any action taken or threatened pursuant to this Section.

- B. The Company may suspend or terminate telephone service, upon proper notice following the rules and regulations of the Commission, to any person(s), firm or corporation who: uses or permits the use of foul, abusive, obscene or profane language over the facilities furnished by the Company; or impersonates or permits impersonation of any other individual with fraudulent or malicious intent; or uses or permits their telephone to be used to make calls whether anonymous or otherwise in any manner which could reasonably be expected to frighten, abuse, torment, or harass another; or uses the service in such a manner as to interfere in any way with the service of others. (Proper notification procedures are listed in Section 2.5.1.)

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SECTION 2

RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.5.1 Discontinuance of Service

- A. The Company may discontinue or refuse service for any of the following reasons:
1. When requested by the Customer
 2. When a telephone bill becomes delinquent
 3. When a dangerous condition exists on the Customer's premises.
 4. When the Customer misrepresents his or her identity for the purpose of obtaining telephone service.
 5. When the Customer refuses to grant Company personnel access, during normal working hours, to telephone equipment installed upon the premises of the subscriber for the purpose of inspection, maintenance or replacement.
 6. When the Customer violates any rule of the telephone company, which violation adversely affects the safety of the subscriber or other persons, or the integrity of the communication system.
 7. When the Customer causes or permits unauthorized interference with or use of telephone service situated on or about the subscriber's premises.

In the event of a proposed disconnection of local service, the following procedures shall apply:

1. The Company will provide the Customer seven (7) days written notice before initially discontinuing service, unless the discontinuance is upon Customer request or involves a dangerous condition, violation of Company rules or unauthorized interference with or use of services, which in case the telephone company may discontinue service immediately.
2. Notice shall be sent to the account name and address. Service of notice by mail is complete upon mailing. The Company will maintain an accurate record of the date of mailing.

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RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE

2.5.1 Discontinuance of Service (cont.)

The disconnection notice will contain the following information:

1. The name and billing address of the Customer and the telephone number being disconnected.
2. A clear and concise statement of the reason for the proposed discontinuance of service.
3. The date on or after which service will be discontinued unless the Customer takes appropriate action, including the date or time period after which service will be permanently or indefinitely disconnected.
4. Terms under which the Customer may avoid discontinuance.
5. A clear and concise explanation of the charges and conditions for restoral or reconnection.
6. A statement that discontinuance may be postponed or avoided if a Customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with the Company for any amount not in dispute.
7. A statement informing the Customer the procedures to file a bona fide dispute. The statement will include the address and telephone number of Company personnel or department empowered to review disputed bills and resolve the disputed condition.

The Company may disconnect a Customer's service without notice under one of the following conditions:

1. When an emergency may threaten the health or safety of a person, of the Company's distribution system. If service is disconnected, the Company shall act promptly to assure restoration of service as soon as possible.

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RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

2. In the event of a Customer's use of Telecommunications equipment in such a manner as to adversely affect the Company's equipment, its service to others, or the safety of the Company's employees or Customers.
 3. In the event of tampering with facilities or equipment furnished and owned by the Company.
- E. Any discontinuance or termination of service shall not relieve the Customer of its obligation to pay for services and charges provided under this tariff prior to termination.
- F. Disconnection of Service other than Local Service
1. In addition to enforcing the Company's own billing, and disconnection policies on regulated services provided by the Company, the Company may disconnect the long distance toll portion of the Customer's service if the balance is deemed past due.
 2. The Company is prohibited from disconnecting a Customer's local service for non-payment of charges incurred by the customer for toll service.
 3. Partial payments by the Customer to the Company will be apportioned by the Company to the Company's regulated local service charges before being applied to any toll charges. In addition, charges will apply to all regulated services before being applied to charges for nonregulated services.
 4. When the Company disconnects toll service for nonpayment of toll debt, whether owed to the Company or to another Toll Provider for which the Company has a contractual arrangement with, the method of toll disconnection:
 - a. must not function as a vehicle by which the nonpaying toll subscriber is denied access, through presubscription, to any other toll service provider besides the one whose provision of toll service has precipitated the toll disconnection;

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RULES AND REGULATIONS (cont.)

2.5 DISCONNECTION, TERMINATION OR SUSPENSION OF SERVICE (cont.)

2.5.1 Discontinuance of Service (cont.)

- b. must be available from the Company, by tariff, on a nondiscriminatory basis to all toll service providers; and
 - c. may consist of either a dePICing mechanism or else a selective toll blocking service.
5. Neither purchase of the toll service provider's accounts receivable by the Company, nor a requirement that the Company shall be the billing and collection agent for the toll service provider, shall be established as a necessary precondition imposed by the Company in connection with its tariffed disconnection services offered on a nondiscriminatory basis to all toll service providers.

2.5.2 Restoration of Service

- A. For restoration of a Customer's Telecommunications Service when service has been disconnected the following conditions are applicable. Service Charges are discussed in Section 3 of this Tariff.
- B. If the Customer's service has been terminated the Customer must reapply for telephone service as a new applicant before having service restored. Such application will be subject to applicable Reconnection Charges.
- C. At its discretion, the Company may restore or re-establish service, which has been suspended or disconnected for nonpayment of charges prior to payment of all charges due. Such restoration or re-establishment shall not be construed as a waiver by the Company of any rights to suspend or disconnect service for nonpayment of charges due and unpaid, or for the violation of the provisions of this Tariff. Moreover, the Company's failure to suspend or disconnect service for nonpayment of any past due account or accounts shall not operate as a waiver or estoppel to suspend or disconnect service for nonpayment of such account or of any other past due account.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS

2.6.1 General

- A. The Company will maintain a current set of maps showing the physical locations of its facilities and telephone exchange locations. Each central location will have available up-to-date maps or records of its immediate area, with such other information as may be necessary to enable the Company to advise applicants and others entitled to the information, as to the facilities available for serving that locality.
- B. Upon request for service by an Applicant or upon request for transfer of service by a Customer, the Company shall inform the Applicant or Customer of the Company's lowest priced alternatives available at the Customer's location.
- C. The Company will post a notice in a conspicuous place in each business office of the Company where applications for service are received informing the public that copies of the rate schedules and rules relating to the services of the Company, as filed with the Commission, are available for inspection.
- D. The Company will provide to all new telephone utility Customers, at the time service is initiated, a pamphlet or information packet advising the Applicant of his or her rights as a Customer. This information shall inform the Customers concerning their right to request information relating to rates and services; bill payment policies; regulations in regard to termination of service; billing disputes; information about alternative payment plans; reconnection of service after involuntary termination; Customer complaints; supervisory review by the Company and registering a complaint with the Commission; Company business office hours, addresses and telephone numbers; and statement of nondiscrimination; and availability of any special services such as readers or notices in Braille, as well as the telephone number of the teletypewriter for the deaf at the Commission.

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RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS

2.6.2 **Customer Complaints**

- A. Upon complaint to the Company by a Customer either at the Company's office by letter or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof within ten (10) business days.
- B. In the event the complainant is dissatisfied with the Company's report, the Company will advise the complainant of the Commission complaint process, and inform the complainant that they may contact the Division at the Commission which is responsible for handling complaints.
- C. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof, for a period of two years subsequent to the final settlement of the complaint. Complaints with reference to rates or charges, which require no further action by the Company, will not be recorded.

2.6.3 **Payment for Service**

A Customer shall be responsible for the payment of all charges for services and equipment furnished the Customer, including charges for services originated and/or charges accepted at the Customer telephone. Failure to receive a bill or disconnect notice does not relieve the Customer of the responsibility for payment provided the Company has followed procedures for proper Customer notification. The services or facilities furnished by the Company may be suspended for failure of the Customer to pay any sum due as set forth under Sections concerning discontinuance of service.

A. Billing and Charges

1. Subscriber bills for local services shall be rendered at regular intervals (monthly) and provide the following:
 - a. The Subscriber's name, address, telephone number, or account number;
 - b. The telephone numbers of the Company's business office to be contacted concerning the bill;
 - c. The beginning and ending dates of the billing period;
 - d. The current month's billing;
 - e. Any unpaid amounts from previous bills or credits assigned
 - f. Any late payment charge;

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RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Payment for Service (cont.)

A. Billing and Charges (cont.)

- g. Any nonrecurring, fractional, or non-basic service charges;
- h. Any charges for non-regulated services or products and a statement that nonpayment of such charges may result in the disconnection or restriction of such services and such delinquencies may be subject to collection actions;
- i. Any equipment, wiring, and extra directory listing charges
- j. Any applicable taxes and surcharges;
- k. Any credits and charges applied to the account during the current billing period;
- l. The total amount due and payable;
- m. A statement as to how and where the bill may be paid;
- n. An explanation of codes and abbreviations used; and
- o. A statement that for unresolved inquiries, the Subscriber may wish to call the Kansas Corporation Commission, including the current local and toll free telephone numbers of the Commission's public interest center and TDD/TTY number.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Payment for Service (cont.)

A. Billing and Charges (cont.)

2. Charges for local services and facilities are payable monthly in advance. Toll service is billed in arrears with detailed usage information.
3. A listing of current charges on a Customer's bill for local service will include an itemization of all charges, the type of service, and call characteristics.
4. A listing of current charges on a Customer's bill will include all interexchange services or toll calls which are either provided by the Company or by an IXC through billing arrangements with the Company. This includes collect calls, operator service and directory assistance, and third-party billed calls.
5. A statement that nonpayment of toll charges may result in disconnection of toll service and may be subject to collection action.
6. The required detailed customer billing information required on a Customer's bill shall be retained by the Company for at least eighteen months.
7. The date the bill is due will be clearly stated.
8. An itemized listing of the basic and optional services subscribed to, monthly rate of each service, and the amount of any security deposit being held by the Company will be included on each new Subscriber's first bill.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.3 Payment for Service (cont.)

B. Pro Rating of Charges

Charges for service normally furnished on a monthly basis (except those involving a minimum billing period) billed for periods in excess of, or less than, a billing month will be pro rated.

C. Suspended or Disconnected Service

1. Should service be suspended for nonpayment of charges, it will be restored only as provided for in this Tariff.
2. When service has been disconnected for nonpayment, the service agreement is considered to have been terminated. Re-establishment of service may be made only upon the execution of a new service agreement which is subject to the provisions of this Tariff.

D. Payment Arrangements

The Company may agree to a payment arrangement, whereby an outstanding bill will be paid after the due date of the bill, but before the due date of the next bill if a Customer so requests. Other payment arrangements may be agreed on depending upon individual circumstances. If the Customer does not fulfill the terms of such payment arrangements, the Company shall have the right to disconnect service.

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RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.4 Allowance for Interruptions

In the event a Customer's service is interrupted other than by the negligence or willful act of the Customer or for mechanical problems past the Company's facility connection point with the Customer, and it remains out of order for twenty-four (24) hours or longer after being reported to be out of order and after access to the premise is made available, appropriate adjustments or refunds shall be made to the Customer. If a service interruption exceeds twenty-four hours but is less than forty-eight hours, the adjustment shall be at least the pro-rated portion of the monthly charge for any and all local services rendered inoperative during the interruption. Any Subscriber who experiences a longer service interruption:

- A. In excess of 48 hours but less than 72 hours shall be provided with a credit equal to at least one third of one month's charges for any local services rendered inoperative.
- B. In excess of 72 hours but less than 96 hours shall be provided a credit equal to at least two-thirds of one month's charges for any local services rendered inoperable.
- C. In excess of 96 hours shall be provided a credit equal to at least one month's charges for any local services rendered inoperable.

2.6.5 Adjustment of Charges for Overbilling and Underbilling

If billings for Telecommunications Service are found to differ from the Company's lawful rates for the services being purchased by the Customer, or if the Company fails to bill the Customer for such services, a billing adjustment shall be calculated by the Company.

The backbilling for both overcharges and undercharges to the Customer shall not exceed twelve (12) months.

If such undercharges are one hundred dollars (\$100.00) or more, the Company shall offer the Customer a deferred payment plan option for the same length of time as that of the underbilling.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.6 CUSTOMER RELATIONS (cont.)

2.6.6 Disputed Bills

- A. When a Customer advises the Company prior to the date of a proposed disconnection that all or part of the billing is in dispute the Company shall complete the following:
1. Record the date, time and place complaint is made
 2. Postpone disconnection of service until a full investigation is made regarding the dispute.
 3. Investigate the dispute fairly, completely and promptly.
 4. Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.
- B. In the event the dispute cannot be resolved in a satisfactory manner to both parties, the Company will advise the Customer of the complaint procedure available before the Kansas Corporation Commission.
- C. A Customer's service shall not be subject to discontinuance for nonpayment of that portion of a bill under dispute pending the completion of the determination of the dispute. The Customer is obligated to pay any billings not disputed. Undisputed amounts are subject to discontinuance of service.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY

2.7.1 General Liability

- A. The liability of the Company for any claim or loss, expense or damage, due to any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under these Rules and Regulations or any service order shall not exceed the amount of the credit allowance described in Section 2.6.4. The extension of credit allowances described in Section 2.6.4 shall be the sole remedy of Customer and sole liability of the Company for any interruption, delay, error, omission or defect in any service, facility, or transmission provided under these Rules and Regulations or any service order. In no event will the Company be liable for and direct, indirect, consequential, incidental, exemplary, punitive, or special damages, or for any lost business, goodwill, income or profits, even if advised of the possibility of the same.
- B. The Company shall not be liable for any claim or loss, expense, or damage for any interruption, delay, error, omission, or other defect in service, facility, or transmission provided under these Rules and Regulations or any service order if caused by or resulting from: any person or entity other than the Company; any malfunction of any service or facility provided by any person other than the Company; labor difficulties; fire, flood, earthquake, or any other act of God; explosion, war; riot of civil disturbance; any law, order, regulation, direction, action or request of any federal, state, or local government or any department, agency, commission, bureau, or other instrumentality of federal, state, or local government, or by any other cause beyond the Company's control.
- C. The Company shall not be liable for and shall be fully indemnified and held harmless by Customer against any claim of loss, expense, or damage, including indirect, special or consequential damage for:
 - 1. Connecting, combining or adapting the Company's facilities with Customer's equipment or systems.
 - 2. Any loss, destruction or damage to property of the Company, the Customer, or any third party, or the death or injury to persons, including, but not limited to, employees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives, family members or invitees.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY (cont.)

2.7.1 General Liability (cont.)

3. Any personal injury or death of any person or for any loss of or damage to Customer premises or any other property, whether owned by Customer or others, caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not caused by gross negligence of the Company.
 4. The Company shall be indemnified and saved harmless by the Customer against; claims for libel, slander, or the infringement of copyright arising directly or indirectly from the material transmitted over Company facilities or the use thereof.
 5. Any such mistakes, omissions, interruptions, delays, errors or defects in transmission, or failure or defects in facilities furnished by the Company, which are caused or contributed to by the negligence or willful act of the Customer, Authorized user, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.
- D. Any such mistakes, mistakes, omissions, interruptions, delays, errors, or defects in transmission, or failure or defects in facilities furnished by the Company, which are caused or contributed to by the negligence or willful act of the Customer, Authorized User, or Joint User or which arise from the use of Customer provided premise equipment shall not result in the imposition of any liability whatsoever upon the Company.

2.7.2 Use of Facilities of Other Connecting Carriers

When suitable arrangements can be made, facilities of other connecting carriers may be used in conjunction with the Company's facilities in establishing connections to points not reached by those facilities. Neither this Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other Company or companies furnishing a portion of such service.

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SECTION 2

RULES AND REGULATIONS (cont.)

2.7 LIABILITY OF THE COMPANY (cont.)

2.7.3 Defacement of Premise

The Company is not liable for any defacement or damage to the premise of a Customer resulting from the furnishing of service or the installation, attachment, or removal of the facilities furnished by the Company on such premise unless such damage is created by the Company's negligence or intentional actions.

2.8 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

2.8.1 General

Arrangements will be developed on a case-by-case basis in response to bonafide requests from a Customer or Applicant to develop a competitive bid for a service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for the services in this Tariff. ICB rates will be offered to the Customer or Applicant in writing and on a non-discriminatory basis. ICB rates and/or contracts will be filed with the Commission.

2.9 TEMPORARY PROMOTIONAL PROGRAMS

2.9.1 General

From time to time, the Company may engage in promotional offerings or trials designed to attract new Customers, to stimulate usage, to test potential new services, and/or to increase existing Customer awareness of the Company's services. In connection with those promotional offerings or trials, the Company may offer special rate incentives and waive in full or in part installation/move charges and service and equipment charges. These offerings may be limited to certain services, dates, times of day and/or locations determined by the Company. The Company will notify the Kansas Corporation Commission by letter specifying services offered, terms of the promotion, location, and dates of the each promotional period.

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SECTION 3

SERVICE DESCRIPTION

3.1 DESCRIPTION OF COMPANY

Knology of Kansas, Inc. ("Company") is a public utility providing telecommunications service in the areas covered by the interconnection arrangement and certificated to the Company by the Kansas Corporation Commission

Headquarters for the Company are located at:

1241 O.G. Skinner Drive
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3.2 DESCRIPTION OF LOCAL SERVICE EXCHANGES

The Company will provide local exchange service in selected Southwestern Bell and Sprint exchanges. The Company will retain exact locations of service at its headquarters listed above.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.4 LOCAL CALLING AREAS

3.4.1 Local Calling Areas

- A. Calling areas for the Company's Customers will be the same as the Incumbent Local Telephone Company. The Company concurs in the calling areas presently served by the Incumbent Local Telephone Company.

3.5 LOCAL EXCHANGE SERVICES

3.5.1 Establishment of Service – General

- A. The Service Charges specified in this Tariff are intended to cover costs incurred by the Company to establish, add to, or to rearrange service as requested by the Customer.
- B. Service Charges are in addition to other rates and charges normally applied under this Tariff, and are applicable for all services furnished to the Customer as indicated throughout.
- C. The Service Charges in this Section are applicable to work performed during normal working hours, on days of the week other than weekends or holidays. If the Customer requests that work be performed at hours outside of the normal business hours (8:00 a.m. to 5:00 p.m.) or business week (Monday – Friday), or interrupts work once begun, an additional charge may apply based on the additional costs incurred by the Company.
- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one (1) premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Payment of Service Charges may be required at the time of application for service, or upon presentation of a bill.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.1 Establishment of Service – General (cont.)

- F. Service Charges are not applicable for:
1. Moves or changes required for normal maintenance and repair of the Company's service.
 2. Change or correction in billing name or address when there is not a change in responsibility and no connection, disconnection, move or change in the service.
 3. An upgrade or regrade of service for Company reasons.
 4. The connection of telephone sets or other terminal equipment when no line connection or central office access work is required.
 5. Blocking access to 976 or like service, provided that the blocking is requested either at the time the telephone service is established at a new number or within sixty (60) days of the establishment of the service.

3.5.2 Service Order Charges

- A. The Company's charge associated with the receipt, recording and processing of information in connection with a Customer's or Applicant's request for service to be provided to the same account, at the same time and on the same premise or continuous property.
- B. Service charges may be applicable to the following:
1. For connection of additional local exchange access lines to an established service.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.2 Service Order Charges (cont.)

2. For restoration of service disconnected for non-payment of telephone bills.
3. For additions, moves or changes of lines in the same building or in different buildings on the same premise.
4. For each telephone number changed at the Customer's request, including number changes to provide trunk hunting. No charge is applicable for a number change initiated by the Company.
5. Changes requiring Central Office work to existing telephone line or service after initial installation.
6. For changes to a directory listing if the listing involves a name change.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.3 Customer Premise Installation Charge

- A. The Company's charge associated with a trip to the Customer/Applicant's premise to comply with the Customer/Applicant's request to establish service will be subject to an installation charge.
- B. An installation charge is applicable when a trip to the Customer's premise is required to complete work requested by a Customer, as shown on the related Service Order.
- C. Only one (1) installation charge will apply in connection with the same service order.
- D. An installation charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

3.5.4 Inside Wiring Charge

- A. Customers may subscribe to monthly wiring maintenance service with the following rules and regulations.
 - 1. Customers subscribing to monthly wiring maintenance program are eligible for charges and repairs one month following installation.
 - 2. The customer should inform the technical personnel dispatched to the Customer's premise that he/she is paying a monthly fee for wiring maintenance.
- B. For customers not subscribing to the monthly wiring maintenance program, changes, repairs or additions to inside wiring or outlets on the Customer side of the demarcation point will be charged at an hourly rate with one-half hour minimum charge.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.5 Termination Charge

- A. When a Customer cancels an order for service prior to the inservice date of the order, the Customer will be responsible for the service ordering charge as specified in Section 3.5.2. In addition, the Customer will be responsible for any specialized engineering costs incurred up to the order cancellation date. Specialized engineering costs are accessed only when unusual and non-customary circumstances are involved with a specific order. If specialized engineering costs are involved, the Customer will be made aware of such costs prior to the ordering of service. If a Customer terminates services prior to the expiration of a contract, the Customer will be responsible for charges within the minimum contract period.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.6 Returned Check Charge

- A. The Company will assess a charge for each instance where a check is returned or otherwise dishonored by a bank or equivalent business. Under appropriate circumstances, the Company may waive the dishonored check charge.

3.5.7 Restoration of Service

- A. When service is temporarily suspended for non-payment of charges, the service will be restored upon payment of past-due charges or appropriate payment arrangements and a Restoration of Service Charge will be applied. Payment of the service charge is not required prior to the reconnection of service; however, all past-due charges or the payment arrangement amount must be paid prior to reconnection. Customer premise charges will apply if it is necessary to dispatch Company personnel to the customer location.

3.5.8 Basic Local Service

- A. Local Exchange Service is provided by means of station, wire, cable, switching and other facilities, plant and equipment to enable the establishment of telephone communications between stations in the same or different serving area at monthly rates as set forth in this tariff. The facilities, plant and equipment used to provide Local Exchange Service are also used in the furnishing of toll telephone services at rates applicable for such services from the Company providing the toll services.
- B. Basic Local Service provides a Customer with a single, voice grade dial tone which allows unlimited local calls for one (1) flat monthly rate. Basic Service is provided with standard features that comply with the Commission's Universal Service Requirement. The standard features include:
 - 1. Touch-tone dialing
 - 2. Access to Telecommunications Relay Service
 - 3. Access to Operators and Directory Assistance
 - 4. Access to Emergency Services – 911 and E911 where E911 is available
 - 5. Availability of Flat Rate Residential Service
 - 6. Access to all available long distance carriers (Toll Providers)

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Effective Date:

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SECTION 3

SERVICE DESCRIPTIONS (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.7 Basic Local Service (cont.)

7. White Page Listings, plus a directory
8. Blocking for the following:
 - a. Caller ID
 - b. Auto Callback
 - c. 900/976 and 976-like services
 - d. Toll Blocking
- C. In addition to the standard features listed above, additional features are available as listed in Section 3.5.17– Call Management Features. The Call Management features are available individually or in group packages as specified by the Company.

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Effective Date:

SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.8 Direct Inward Dial Trunks (DID)

- A. DID service permits calls incoming to PBX or other CPE from the network to reach a specific line number without the assistance of an attendant. The service includes central office switching equipment necessary for in dialing from the network directly to station lines associated with the customer CPE. The service must be provided on all trunks in a group arranged for DID. One primary directory listing will be furnished, without charge, for each separate trunk group. The customer shall be responsible for providing interception to calls to vacant or non-working assigned DID number. DID numbers are provided in blocks consisting of a minimum of 20 consecutive numbers.

3.5.9 Hunting

- A. Basic Hunting
 - 1. The hunt for an idle line starts with the main telephone number in a pre-arranged group and ends with the last line in the group.
- B. Circular Hunt
 - 1. The hunt for an idle line starts with any number in a pre-arranged groups and continues until an attempt for answer in made on all lines within the group.

3.5.10 Verification Service/Emergency Interrupt Service

- A. The Company furnishes Verification Service for the purpose of aiding Customers with legitimate call completion problems. Upon request the operator will verify and provide the line status condition of a local Customer line.
- B. A Customer-originated request for verification of a local number other than an emergency agency number is a chargeable verification request. No charge applies if the line is out of order.
- C. The Company furnishes Emergency Interrupt Service when a Customer who has originated a verification request to a line which has been found to be busy informs the operator that an urgent or emergency situation exists and requests that the operator have the busy line cleared.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.10 Verification Service/Emergency Interrupt Service (cont.)

- D. A Customer-originated request for emergency interrupt to a local number other than an emergency agency number is a chargeable Emergency Interrupt Service.
- E. The Customer shall indemnify and hold the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- F. No charge will apply if the requesting Customer states that the call is to or from an official public emergency agency. An official public emergency agency is defined as a government agency, which is operated by the federal, state or local government, and has the capability and legal authority to provide prompt and direct aid to the public in emergency situations. Such agencies include the local police, state police, fire departments, etc.
- G. Charges may not be billed on a collect basis or on a third number basis to the number being verified or interrupted.
- H. If the number verified is not in use, or as a result of the interrupt the line is cleared, and, at the calling party's request, the operator completes the call, then charges for Operator Assisted Local Calls as defined in Sections 3, 5, and 6 of the Tariff will apply. The operator assist charge will apply in addition to the Verification and Emergency Interrupt charges.
- I. If the Customer requests a Line Status Verification and subsequently asks for Busy Interrupt on the same access line, the total charge will be the rate of the Busy Interrupt.
- J. The charge for Busy Interrupt applies whenever the operator interrupts the conversation, even though the interrupted party refuses to terminate the call in progress.

3.5.11. End User Access Line Charge

End User access charges are applied to local service to provide for the FCC (Federal Communications Commission) End User Common Line. Charges are accessed in addition to the monthly rates for local service.⁽¹⁾

⁽¹⁾ The current End User Access Line Charge will be shown on the customer invoice as a line item "Federal Subscriber Line Charge" for \$5.20.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.12 Taxes and Surcharges

A. E911 Service

1. Emergency 911 Service (E911) is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits or any liability whatsoever, 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: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
2. The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of Emergency 911 Service features and the equipment associated therewith, or by any services furnished by the Company 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 Emergency 911 Service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.
3. When a Customer with a nonpublished telephone number places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local government authority. By subscribing to service under these Rules and Regulations, Customer acknowledges and agrees with the release of information as described above.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.12 Taxes and Surcharges (cont.)

4. The Company will supply subscriber information to update the Emergency Service database at the time of service installation.
 5. The Company will collect 911 surcharges and remit all surcharge revenue to the appropriate government agency.
- B. All taxes, surcharges and assessments will be listed as separate line items and are not included in quoted rates.
- C. Customer will be billed and is responsible for the payment of taxes and surcharges that in addition to Local Number Portability and E911 listed above include, but are not limited to, Universal Service Fund charges, federal, local, and state taxes, franchise fees and primary inter-exchange carrier charges.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings

A. Provision of Directory Listings

1. For each Customer of Company provided Local Exchange Service, the Company will arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Company or equivalent in the area at no additional charge.
2. At a Customer's option, the Company will arrange for additional listings at the rates set forth in this Tariff.
3. Listings are regularly provided in connection with all classes of exchange service unless the Customer subscribes to Non-Published Number Service or Non-Listed Telephone Number Service.
4. Directory listings are provided to aid in the use of telephone service through the identification of Customers' telephone numbers.
5. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.

B. Primary Directory Listings

Number of Listings Provided Without Charge

Except as provided in this Tariff, one (1) primary listing is provided without extra charge for each main service or for the first number in a group, when two (2) or more main station lines are consecutively operated.

1. The Company provides for a single directory listing in the alphabetical (white) section of the directory published by the dominant exchange service provider in the Customer's exchange area and the local directory assistance database free of charge upon initiation of basic local exchange service. Rules and regulations governing the provisioning of directory listings apply as specified in the dominant local exchange tariffs.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

- C. Additional Directory Listings
 - 1. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
 - 2. Additional listing charges are automatically discontinued upon termination of the main service.

- D. Non-Published Telephone Number Service
 - 1. Non-Published Telephone Number Service provides for the omission or deletion of a Customer's telephone number listing from the directory and is not provided upon request from a directory assistance operator.
 - 2. In the absence of gross negligence or willful misconduct, the Company assumes no liability for publishing a non-published telephone number. Where such number is published in the directory, the Company's liability shall be limited to a refund of the Company's monthly charges applicable to Non-Published Telephone Number Service.
 - 3. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by refusing to disclose a non-published telephone number upon request, or by the publication of a number of a non-published telephone number in the telephone directory, or disclosing of such number to any person.
 - 4. The rate for Non-Published Telephone Number Service does not apply to:
 - a. additional service furnished to the same Customer who has other service listed in the directory at the same address.
 - b. A Customer living in a hotel, hospital, retirement complex, apartment house, boarding house, or club if the Customer is listed under the telephone number of the Private Branch Exchange, Centrex or Paystation Service furnished to such establishments.
 - c. service which is installed for a temporary period.

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Effective Date:

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.13 Directory Listings (cont.)

D. Non-Published Telephone Number Service (cont.)

5. A Customer residing in an E911 Service district forfeits the privacy afforded by Non-Published Telephone Number Service to the extent that the Customer's name, telephone number and the address associated with the service location are furnished to the E911 service administrator, E911 public safety answering point (PSAP) or E911 service database.

E. Non-listed Telephone Number Service

1. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is maintained in directory assistance records and will be furnished upon request of the calling party.
2. A Service Connection Charge applies to the establishment of change of non-listed telephone numbers.

F. Liability for Directory Listing Service

1. The liability, if any, of the Company for any error or omission of a directory listing during the effective life of the directory in which the error or omission is made from the white pages will be the equivalent of not less or more than three (3) months local service charges. Such credit shall not apply in cases where the Subscriber has provided such listing information after the deadline for directory publication.

G. Non-Recurring Charges

1. Non-recurring charges apply for additions and changes in directory listings. For all orders to establish or change non-published or non-listed numbers a non-recurring charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service, no additional non-recurring charges will be applied for the directory listing(s).

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.14 Directory Assistance Service

- A. Directory assistance service is furnished to Customers who request assistance in determining directory information.
- B. No charge applies to visually handicapped or physically handicapped individuals who present a certificate signed by a physician or issued by an agency recognized by the State having the authority to certify the existence of such handicaps.
- C. No credit will be given for any unused portion of the call allowance. No credit will be given for requested listings that are unpublished or unlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.
- D. Call allowances are not transferable between separately billed accounts of the same Customer.
- E. There is a maximum of two requested telephone numbers per call.

3.5.15 Directory Assistance Call Completion

- A. The Company offers three type of Directory Assistance Call Completion (DACC).
 - 1. Fully Automatic DACC – Customer receives the requested directory number form an automated voice system. The customer hears a recording and has an option to complete the call through the automatic DACC announcement.
 - 2. Semi-Automatic DACC – Customer receives the requested directory number and then requests the operator to complete the call.
 - 3. Person-to-Person DACC – The Customer receives the requested directory number and then requests the operator to complete the call to a specific person.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.15 Directory Assistance Call Completion (cont.)

4. Persons with physical or visual disabilities that prevent them from dialing calls themselves will be billed as follows:
 - a. Sent-paid calls – The DACC charges will not apply.
 - b. Calling Card, Collect, or Third Party Billed – The full automatic DACC rate will apply when the DACC charges are billed to the Customer's telephone account.
 - c. Person-to-Person – The Person-to-Person rate will apply.

3.5.16 Traditional Local Operator Service

A. Operator Assisted Charges

1. All types of Local Exchange Service have local calling areas as specified in Section 3 of this Tariff which are the areas that can be called on a flat rate basis (no charge for individual calls) or on a local coin call rate basis.
2. Local dial call: The call must be dialed and completed without the assistance of an operator and must be billed to the originating telephone when a charge is applied.
3. Operator dialed: The Customer places the call without dialing the designated number, although the capability to do it himself exists. The Customer will dial "0" for local calls and interact with an automated operator service system or request an operator for help.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.16 Traditional Local Operator Service (cont.)

4. Service Charges do not apply for the following Operator Assisted Local calls:
 - a. Calls to designated Company numbers for official telephone business;
 - b. Emergency calls to recognizable authorized civil agencies;
 - c. Those cases where an operator provides assistance to:
 1. Re-establish a call that has been interrupted after the calling party has been reached;
 2. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion;
 3. Place a sent-paid call for a calling party who identifies himself/herself as being handicapped and unable to dial the call because of his/her handicap.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services

- A. Call Management services are available to residential and business customers and are subject to the availability of facilities, technology and compatibility with the customer's access line, other call management services and customer premise equipment.
- B. Automatic Redial, Call Blocker, Selective Call Forwarding, Call Return, Call Trace, Caller ID/Name, Call Waiting/Caller ID, Distinctive Ringing are functional when both the originating side and the terminating side of the call are served from Central Offices capable of sending and receiving calling name and number and are linked by appropriate network facilities.
- C. When multiple Call Management features are subscribed to on the same access line, certain features may take precedence over others.
- D. Additional regulations and information specific to various Call Management features are included in individual service descriptions.
- E. Call Management features are detailed below for both business and residential customers available to subscribers of basic line services.

1. Anonymous Call Rejection

Anonymous Call Rejection allows Subscribers to automatically stop certain calls from ringing their phones. Calls would be those that the calling party did not send the calling number and would have been shown as "private" or "anonymous" on the Caller ID unit. The calling party will hear a recording indicating that the subscriber does not accept "private" or "anonymous" calls. The caller is only able to reach the Customer without restricting the transmission of the calling number.

2. Automatic Redial

Automatic Redial enables the Customer to automatically redial the last outgoing number. If the telephone number is busy, the Company's equipment will try to call the number for a maximum of thirty (30) minutes. The Customer must activate the feature for the beginning of the thirty minute time period. The Customer is signaled with a distinctive ring when the call will go through. The Customer has the option to cancel the automatic redial feature before the thirty (30) minute period expires.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services (cont.)

3. Call Blocker

The Customer may select up to twelve (12) numbers, including the last incoming call to be rejected without hearing the call ring. The Customer can add or cancel numbers anytime by activating a menu.

4. Call Forwarding – All Calls

Call Forwarding – All Calls enables a Customer to automatically divert all incoming calls to another telephone number. Long distance charges apply if forwarding to a number outside the local calling area.

5. Call Forwarding - Remote

Call Forwarding - Remote allows the Customer to activate, deactivate or change call forwarding from a remote location. The feature requires a customer-specific PIN. Long distance charges incurred to access the remote number are applied as appropriate.

6. Call Forwarding - Selective

Call Forwarding – Selective allows the Customer to forward pre-selected local and/or long distance calls to another number. Numbers not listed on the pre-selected list ring through as usual. Long distance charges are applied as appropriate.

7. Call Return

Call return provides the Customer the last number dialing the Customer's line, if the caller's information is available. Call Return is available on a per call basis or on a monthly subscription basis. The Customer is given a prompt with the option to complete the call.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services (cont.)

8. Call Trace

Customer-Originated Trace is an optional service, available upon Customer request, that allows the Customer to initiate a trace of the last incoming call. A confirmation tone will indicate if the trace was successful and will provide further instructions for the Customer. The results of the trace will not be provided directly to the Customer initiating the trace. The call detail is provided to law enforcement personnel only after proper request.

9. Call Waiting

Call Waiting provides a burst of tone to inform a station user with a call already in progress that another call is waiting to be answered. Customers may request to opt-out of the call waiting feature at no additional charge if it is offered within a packages of services.

10. Call Waiting/Caller ID

Call Waiting/Caller ID allows Customers to identify the name and/or number on an incoming caller when already speaking on the telephone and another call is received. The Customer must have equipment that is compatible with this feature.

11. Caller ID/Name

Caller ID/Name enables the Customer to receive the number and name of incoming caller. The number and name will be delivered to the Customers Caller ID display unit between the first and second ring.

12. Calling Number Delivery Blocking (Call Block)

Calling Number Delivery Blocking will allow the calling party to suppress a directory number such that the called party with Calling Number ID does not receive the information. The called party will receive a "private" message instead of the calling party's directory number and/or name.

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SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services (cont.)

12. Calling Number Delivery Blocking (cont.)

Two options for Calling Number Delivery Blocking are available:

- a. Per call Blocking
Customers utilize an activation code on a per call basis to prevent the disclosure of the calling party's directory number. Use of the activation code prevents the number display on the ensuing call only and does not prevent the calling number from display on subsequent calls. The activation code must be utilized on each call. There is no charge for per call blocking.
- b. Per Line Blocking – monthly subscription
Subscription per line blocking is applicable on all outgoing calls placed from the Customer's line. The customer does not activate a code for blocking the name and/or number before place a call.

13. Distinctive Ring

Distinctive Ring allows up to ten (10) pre-selected callers to be identified with a different ringing tone. The Customer may construct or modify the pre-selected list at any time. The feature must receive Caller ID name and/or number information to perform appropriately.

14. Speed Calling –8, 30 or 50

Speed Calling 8 (30, 50) enables the Customer to call a list of up to eight (30, 50) pre-selected telephone numbers by dialing a code instead of the telephone number.

15. Custom Ring

Custom Ring allows the Customer to add up to three (3) additional telephone number(s) to an existing access line. If the Customer is using the line and one of the numbers designated for Custom Ring is received, the Customer will hear a distinctive call waiting tone, provide the Customer subscribes to Call Waiting.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services (cont.)

16. Three Way Calling

Three Way Calling allows a Customer to add a third party to an existing call for a simultaneous conference between parties at multiple locations. Long distance charges apply as appropriate.

17. Direct Inward Dialing for PBX Systems –

Direct Inward Dialing feature transmits the dialed digits for all incoming calls allowing the Customer or Company provided PBX equipment to route incoming calls directly to individual stations corresponding to each individual DID telephone number.

18. Direct Outward Dial for PBX Systems

Direct Outward Dial feature transmits the dialed digits for all outbound external calls allowing outbound calls to be placed without attendant assistance.

F. Call Management Feature Packaging

1. Feature packaging enables Customers to subscribe to a predefined group of Call Management services and receive a discounted rate on their monthly bill.
2. Features within pre-defined packages may be subscribed to on an individual basis under the terms and rates of this tariff.
3. Feature packaged will be offered as follows:

a. The Essentials Package

The Essentials Package is comprised of the following features:

Call Forwarding – All Calls
Call Return
Call Waiting
Caller ID/Name
Call Waiting/Caller ID/Name

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.5 LOCAL EXCHANGE SERVICES (cont.)

3.5.17 Call Management Services (cont.)

F. Call Management Feature Packaging (cont.)

3. Feature packaged will be offered as follows: (cont.)

b. The Essentials Plus Package

The Essentials Plus Package is comprised of the following features:

Automatic Redial
Call Blocker
Call Forwarding – All Calls
Call Forwarding – Remote Access
Call Forwarding – Selective
Call Return
Call Waiting
Call Waiting/Caller ID/Name
Caller ID/Name
Distinctive Ring

G. Non-Recurring Charges for Call Management Features

1. Non-recurring rates apply to both residential and business Customers. The non-recurring charge applies per feature or per feature package.
2. Non-recurring rates for Call Management services are in addition to non-recurring rates established for the local exchange line.
3. Customer may add or delete features by contacting the Company's customer service department. A service order fee applies when Customers request a change in the Call Management features.

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.6 TOLL RESTRICTION SERVICE

3.6.1 General Rules

- A. Toll Restriction Service is an optional service that prevents the origination or unauthorized toll calls from a Customer's line, by means of blocking at the Company's Central Office.
- B. This arrangement denies all outgoing calls starting with the digit "1" or "0".
- C. All local calls will be permitted from the Customer's line.
- D. All local calls to directory assistance will be permitted, except those that require 1+ or 0+ dialing. (only 1411 dialing will be allowed) All calls to Operator Services are disallowed.
- E. This service will not block all toll calls a Customer might make or receive, such as collect calls and /or long distance calls placed by dialing digits other than "1".
- F. The Customer accepts full responsibility for denial of access to the toll network.
- G. The Customer accepts full responsibility for collect calls and/or long distance calls placed by dialing digits other than "1" or "0".
- H. The Customer holds the Company harmless from any and all liabilities and/or damages which may be alleged or incurred by the use of toll restriction, acceptance of collect calls, and/or long distance calls placed by dialing digits other than "1" or "0".
- I. This services is available only where facilities permit.

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SERVICE DESCRIPTION (cont.)

3.6 TOLL RESTRICTION SERVICE (cont.)

3.6.2 DePIC Service

- A. DePICing service is available for the toll provider to request the customer be unsubscribed to its toll service.
- B. Selective, Company-Specific, Toll Blocking Service is available and is provided to toll providers requesting that the Customer not be given access to any of the toll providers service plans.

3.6.3 900 Call Restriction

- A. 900 Call Restriction is a Central Office service that allows Customers to restrict certain types of outgoing calls from origination on their access line.
- B. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix.
- C. 900 restricted calls are directed to a recording.
- D. There is no monthly or non-recurring charge for residential 900 Call Restriction service when subscribed to at the time of initial service installation.
- E. A one-time service order fee, per line, will be applied to add 900 Call Restriction service after initial installation

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SECTION 3

SERVICE DESCRIPTION (cont.)

3.7 ADVANCED NETWORK SWITCHED SERVICES

- 3.7.1 Advanced network switched services provide residential and business customers connections to the Company's Central Office equipment and switching network which enables the Customer to:
- A. Place and receive calls from other stations on the public switched telephone network.
 - B. Place calls within a call group utilizing 4-digit station dialing.
 - C. Access the Company's local calling service.
 - D. Access the Company's long distance service or other service providers of interexchange service.⁽¹⁾
 - E. Access Operator Service and Directory Assistance.
 - F. Access to 911 calling for emergency purposes.
 - G. Access to call management features and voice mail options.
- 3.7.2 Advanced network switched services are connected to the Customer's premise through one of the following methods:
- A. Primary Rate Interface (PRI) trunks
 - B. Dedicated DS trunks
 - C. One or more separate digital channels that can be converted to analog signals at the Customer Premise.
- 3.7.3 Advanced Network Switched Services are provided with the following options:
- A. Basic Line Service provides the customer with the call features and capabilities listed above through digital channels that correspond to one or more analog, voice-grade telephone lines.
 - B. Dedicated Trunks that can be either PRI or digital trunks. The trunks connect to the Customer's premise equipment such as station sets, key systems, or PBX systems.

⁽¹⁾ In lieu of access to the toll network, Customer may elect to place toll restrictions on the station lines.

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SERVICE DESCRIPTION (cont.)

3.7 ADVANCED NETWORK SWITCHED SERVICES(cont.)

- C. Direct Inward Dialing (DID) numbers allow callers to reach the called party without going through a PBX attendant. For DID service the Customer must subscribe to DID trunks and a group of DID numbers.

3.7.4 Advanced Network Switched Services Pricing

- A. All Advanced Network Switched Services residential and business pricing is provided on an Individual Contract Basis (ICB)
- B. Term pricing may be negotiated for twelve, twenty-four, thirty-six, or sixty months.
- C. Discounts may be extended for certain qualifying governmental and non-profit organizations.
- D. ICB pricing and/or contracts will be filed with the Commission.

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SECTION 4
DISCOUNTS

4.1 DISCOUNTS

4.1.1 General

A. Official Service

1. Official Service is furnished for the conduct of the Company's business and is generally furnished to telephone stations located in the Company's office or in residences of employees or agents whose duties require that they be readily accessible to calls at all times.
2. A discount from standard rates may be allowed in connection with service furnished for the conduct of the Company's business.

B. Discounted Service

1. A discount from standard rates may be allowed in connection with service furnished through residence service telephones at the residences of employees and retired employees.

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE

5.1 LOCAL EXCHANGE SERVICES

5.1.1 Exchange Access Lines

	<u>Monthly Charge</u>	<u>Installation</u>
Basic Local Service – Telephony Only ⁽¹⁾	\$ 14.95	\$ 39.00
Bronze Telephone Service ⁽²⁾	\$ 18.95	\$ 39.00
Silver Telephone Service ⁽²⁾	\$ 25.95	\$ 39.00
Gold Telephone Service ⁽²⁾⁽³⁾	\$ 44.95	\$39.00
Additional Access Line, each	\$ 9.95	---
Unlimited Phone Package ⁽⁴⁾	\$30.00	\$39.00

⁽¹⁾ Customers subscribing to local telephone service without subscribing to other Company-provided Internet or Video services are assessed a network transport fee of \$10.00.

⁽²⁾ Bronze level of service includes the access lines and Caller ID/Name. Silver level of service includes the access line, Call Forwarding All Calls, Call Return, Call Waiting, Caller ID/Name, Call Waiting, Caller ID/Name, voicemail, and 100 minutes of domestic long distance. Gold level of service includes the access line, Call Forwarding All Calls, Call Return, Call Waiting, Caller ID/Name, Call Waiting, Call Waiting/Caller ID/Name, Automatic Redial, Call Blocker, Call Forwarding-Remote Access, Call Forwarding-Selective, Distinctive Ring, voicemail, and unlimited long distance up to 3500 minutes per month. (Customer may opt-out of voicemail services. No discount applies the opt-out option for voicemail.)

⁽³⁾ Gold Telephone Service provided in conjunction with specific Internet packages from Company are subject to discounts. Gold Telephone Service with Gold Internet Service is discounted \$10.00 per month. Gold Telephone Service with Silver Internet Service is discounted \$5.00 per month.

⁽⁴⁾ Unlimited Phone Service includes the access line, Call Forwarding All Calls, Call Return, Call Waiting, Caller ID/Name, Call Waiting, Call Waiting/Caller ID/Name, Automatic Redial, Call Blocker, Call Forwarding-Remote Access, Call Forwarding-Selective, Distinctive Ring, Three-way Calling, voicemail, and unlimited long distance up to 3500 minutes per month. The Unlimited Phone Package is part of a package of services from the Company that includes Internet and Video services.

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

5.1.2 Service Order Charges

	<u>Non-Recurring Charges</u>
Charge to move access line, per access line	\$ 39.00
Charge to move access line, without technician visit	\$ 15.00
Charge to change telephone number, per access line	\$ 15.00
Restoration of Service	\$ 25.00
Central Office Work (after initial installation)	\$ 15.00

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

Non-Recurring Charges

5.1.3	Returned Check Charge, per incident	\$ 30.00
5.1.4	Suspension of Service	
	Customer-initiated suspension of service	\$ 50.00
	Company-initiated suspension of service or non-payment	\$ ---
5.1.5	Restoration of Service	
	Reconnect after Company-initiated Suspension	\$ 25.00
	Reconnect after Customer-initiated Suspension	\$ ---

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Effective Date:

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CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
5.1.6 Hunting Line Services		
Basic Hunting	\$ 2.00	\$ 6.00
Circular Hunting	\$ 2.00	\$ 6.00
5.1.7 Verification Service/Emergency Interrupt		
		<u>Non-Recurring Charges</u>
Line Status Verification, per request	\$ 3.00	
Busy Line Interrupt, per request	\$ 4.00	
		<u>Monthly Charge</u>
5.1.8 E911 Fee	\$.75	

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Monthly Charge</u>
5.1.10 Directory Listings	
Primary Listing (one listing)	\$ ---
Additional Listings, each listing	
Residential	\$ 1.50
Business	\$ 1.50
Extra Lines, per line	\$ 1.50
Non-published listing	\$ 3.50
Non-listed listing	\$ 3.50
Published, without address	\$ 3.50

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CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Per Listing</u>
5.1.11 Directory Assistance	
Directory Assistance, within LATA	\$.95
Directory Assistance, outside LATA (National Directory Assistance)	\$.95
	<u>Per Call</u>
5.1.12 Directory Assistance Call Completion (DACC)	
Fully Automatic DACC	
Sent Paid	\$ 1.00
Calling Card	\$ 2.00
Collect	\$ 2.00
Billed to Third Number	\$ 2.00
Semi Automatic DACC	
Sent Paid	\$ 2.00
Calling Card	\$ 2.00
Collect	\$ 2.50
Billed to Third Number	\$ 2.50
Person-to-Person	\$ 4.00

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CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Per Call</u>
5.1.13 Operator Services	
Station-to-Station	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Collect Calls	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Billed to Third Party	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Sent Paid	
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Person-to-Person	
Semi Automated	\$ 3.75
Full Automated	\$ 4.00
5.1.14 Inside Wiring Charges	
Wiring Maintenance Guarantee (per month)	\$ 4.00
Per-hour rates (1/2 hour minimum)	\$ 60.00

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
5.1.14 Call Management Services		
Individually Selected Features		
Anonymous Call Rejections	\$ 3.50	\$ 6.00 ⁽¹⁾
Automatic Redial	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Blocker	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-All Calls	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-Remote ⁽²⁾	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-Selective	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Return	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Waiting	\$ 3.50	\$ 6.00 ⁽¹⁾
Caller ID/Name ⁽³⁾	\$ 7.95	\$ 6.00 ⁽¹⁾
Call Waiting/Caller ID ⁽³⁾	\$ 3.50	
Calling Number Delivery Blocking		
Per Call Blocking	\$ ---	\$ ---
Per Line Blocking ⁽⁴⁾	\$ 3.50	\$ 6.00 ⁽¹⁾
Distinctive Ring	\$ 3.50	\$ 6.00 ⁽¹⁾
Speed Call – 8	\$ 3.50	\$ 6.00 ⁽¹⁾
Speed Call – 30	\$ 3.50	\$ 6.00 ⁽¹⁾
Custom Ring		
1 st Unique Ring	\$ 3.50	\$ 6.00 ⁽¹⁾
2 nd Unique Ring	\$ 3.50	\$ 6.00 ⁽¹⁾
3 rd Unique Ring	\$ 3.50	\$ 6.00 ⁽¹⁾
Three Way Calling	\$ 3.50	\$ 6.00 ⁽¹⁾
Residential Account Codes	\$ 3.50	\$ 6.00 ⁽¹⁾

Issued Date:

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

5.1.14 Call Management Services (cont.)

	<u>Per Call</u>
Usage Sensitive Call Management Features	
Call Trace, per successful trace ⁽⁵⁾	\$ 9.00

⁽¹⁾ The maximum install charge per line is \$6.00 each time features are ordered or changed. Customers will be assessed the installation fee when few features are installed and when subscribing to additional features.

⁽²⁾ The Call Forwarding-Remote monthly charge is in place of the Call Forwarding-All monthly charge. Customers subscribing to Call Forwarding-Remote have the ability to forward all call and activate/deactivate Call Forwarding remotely.

⁽³⁾ Caller ID/Name enables the Customer to identify the calling party before the call is answered. Caller ID/Name customers must provide and connect their own compatible Caller ID units. Any calling party may prevent the delivery of their calling name and/or number by dialing an access code (*67) immediately before placing a call. If the calling party activates *67, the Customer will not receive Caller ID/Name information.

⁽⁴⁾ Line blocking for the delivery of the calling name and/or number is available upon request at no charge for the following entities and their employees/volunteers: (1) private, non-profit, tax-exempt, domestic violence intervention agencies and (2) federal, state and local law enforcement agencies.

⁽⁵⁾ Call Trace charges are applied only upon a successful trace attempt. Although the feature is charged on a per/trace basis, customers needing this feature must subscribe to it.

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Effective Date:

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

5.1.14 Call Management Services (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
Packaged Call Management Features		
The Essentials Package (Silver Feature Set) Call Forwarding-All Calls Call Return Call Waiting Caller ID/Name	\$ 9.95	\$ 6.00
The Essentials Plus Package (Gold Feature Set) Automatic Redial Call Blocker Call Forwarding-All Calls Call Forwarding-Remote Call Forwarding-Selective Call Return Call Waiting Caller ID/Name Distinctive Ring	\$ 14.95	\$ 6.00

Issued Date:

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SECTION 5

CURRENT RESIDENTIAL PRICE SCHEDULE (cont.)

5.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
5.1.15 Toll Restriction		
Restriction of 1+, 0+ dialing	\$ 3.50	\$ 6.00
900 Call Restriction		
Subscription at initial service	\$ ---	\$ ---
Subscription after initial service	\$ ---	\$ ---

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE

6.1 LOCAL EXCHANGE SERVICES

6.1.1 Exchange Access Lines

	<u>Monthly Charge</u>	<u>Installation</u>
Basic Business Line, first line	\$ 25.35	\$ 39.00
Basic Business Line, each additional line	\$ 22.90	--
Network Transport Fee ⁽¹⁾	\$ 10.00	--

⁽¹⁾ Customers subscribing to local telephone service without subscribing to other Company-provided Internet or Video services are assessed a network transport fee.

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Effective Date:

SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

Non-Recurring Charges

6.1.2	Returned Check Charge, per incident	\$ 30.00
6.1.3	Suspension of Service	
	Customer-initiated suspension of service	\$ 50.00
	Company-initiated suspension of service or non-payment	\$ ---
6.1.4	Restoration of Service	
	Reconnect after Company-initiated Suspension	\$ 25.00
	Reconnect after Customer-initiated Suspension	\$ ---

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
6.1.5 Hunting Line Services		
Basic Hunting	\$ 2.00	\$ 0.00
Circular Hunting	\$ 2.00	\$ 0.00

Non-Recurring Charges

6.1.6 Line Status Verification, per request	\$ 3.00
6.1.7 Busy Line Interrupt, per request	\$ 4.00

Monthly Charge

6.1.8 E911 Fee, per line	\$.75
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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Per Listing</u>
6.1.9 Directory Assistance	
Directory Assistance, within LATA	\$.95
Directory Assistance, outside LATA (National Directory Assistance)	\$.95
	<u>Per Call</u>
6.1.10 Directory Assistance Call Completion (DACC)	
Fully Automatic DACC	
Sent Paid	\$ 1.00
Calling Card	\$ 2.00
Collect	\$ 2.00
Billed to Third Number	\$ 2.00
Semi Automatic DACC	
Sent Paid	\$ 2.00
Calling Card	\$ 2.00
Collect	\$ 2.50
Billed to Third Number	\$ 2.50
Person-to-Person	\$ 4.00

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

	<u>Per Call</u>
6.1.11 Operator Services	
Station-to-Station	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Collect Calls	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Billed to Third Party	
Fully Automated	\$ 2.00
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Sent Paid	
Semi Automated	\$ 2.50
Non-Automated	\$ 3.00
Person-to-Person	
Semi Automated	\$ 3.75
Full Automated	\$ 4.00

Issued Date:

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

Monthly Charge Installation

6.1.12 Call Management Services

Individually Selected Features

Anonymous Call Rejections	\$ 3.50	\$ 6.00 ⁽¹⁾
Automatic Redial	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Blocker	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-All Calls	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-Remote ⁽²⁾	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-Selective	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Forwarding-Group	\$ 5.00	\$ 6.00 ⁽¹⁾
Call Pick-Up	\$ 1.00	\$ 6.00 ⁽¹⁾
Call Return	\$ 3.50	\$ 6.00 ⁽¹⁾
Call Waiting	\$ 3.50	\$ 6.00 ⁽¹⁾
Caller ID/Name ⁽³⁾	\$ 7.95	\$ 6.00 ⁽¹⁾
Call Waiting/Caller ID ⁽³⁾	\$ 3.50	
Calling Number Delivery Blocking		
Per Call Blocking	\$ ---	\$ ---
Per Line Blocking ⁽⁴⁾	\$ 3.50	\$ 6.00 ⁽¹⁾
Distinctive Ring	\$ 3.50	\$ 6.00 ⁽¹⁾
Speed Call – 8	\$ 3.50	\$ 6.00 ⁽¹⁾
Speed Call – 30	\$ 3.50	\$ 6.00 ⁽¹⁾
Speed Call – 50	\$ 7.00	\$ 6.00 ⁽¹⁾
Three Way Calling	\$ 3.50	\$ 6.00 ⁽¹⁾
Direct Inward Dialing for PBX Systems (per 100)	\$ 18.00	\$ 6.00
Direct Inward Dialing for PBX Systems (per 10)	\$ 2.00	\$ 6.00

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

6.1.12 Call Management Services (cont.)

Per Call

Usage Sensitive Call Management Features

Call Trace, per successful trace ⁽⁵⁾ \$ 9.00

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SECTION 6

CURRENT BUSINESS PRICE SCHEDULE (cont.)

6.1 LOCAL EXCHANGE SERVICES (cont.)

6.1.12 Call Management Services (cont.)

	<u>Monthly Charge</u>	<u>Installation</u>
Packaged Call Management Features		
Business Essentials, per line	\$ 9.95	\$ 6.00
Call Forwarding-All Calls		
Call Return		
Call Waiting		
Caller ID/Name		
Business Essential Plus, per line	\$ 14.95	\$ 6.00
Automatic Redial		
Call Blocker		
Call Forwarding-All Calls		
Call Forwarding-Remote		
Call Forwarding-Selective		
Call Return		
Call Waiting		
Caller ID/Name		
Distinctive Ring		

6.1.13 Toll Restriction

Restriction of 1+, 0+ dialing	\$ 3.50	\$ 6.00
900 Call Restriction		
Subscription at initial service	\$ ---	\$ ---
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