

INSIGHT BUSINESS PHONE PRICING LIST

Monthly Recurring Charges:

Insight Business Phone Service includes Unlimited Direct Dialed Local Calling; two Long Distance* calling plan options: Basic LD Plan (includes 180 Minute Block of Time); three Block of Time Offers, and the Unlimited Usage Offer; and Features listed below. Rates are for Phone Service only. Rates for other services are additional.

Customers may select either of two levels of service: Full Feature Pack, which includes all available features; and Limited Feature Pack, which includes only Caller ID and Hunting Features applicable to the customer’s service configuration.

Service Agreement – either 12 or 24 Month Service Agreement is required to subscribe to Insight Business Phone Service. Penalty for early termination of either Agreement is 100% of all Primary and Additional Line Charges remaining on the term. The term of the Service Agreement shall automatically renew for successive twelve (12) month terms unless otherwise terminated as provided in Terms and Conditions of the Service Agreement or Service Order Form.

	MONTHLY RECURRING RATES	
	<u>Full Feature Pack</u>	<u>Limited Feature Pack</u>
Primary Line Charge	\$30.00	\$25.00
Additional Phone Line (up to 7 lines) (includes all features; LD minutes are per account, not per line)	\$25.00	20.00
	<u>Monthly Recurring Rate</u>	<u>Rate Per Minute Over Block</u>
Basic LD Plan (180 Minutes included per account)	\$ 0.00	\$.07
500 Minute Block of Time Plan (per account)	20.00	.07
1000 Minute Block of Time Plan (per account)	40.00	.07
2000 Minute Block of Time Plan (per account)	80.00	.07
Unlimited Usage Offer (per line)	15.00	
Line Charge	6.00	
EMTA Modem Rental	0.00	
Non-Listed or Non-Published Telephone Number Service	0.00	
Additional Directory Listing	1.65	

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- Long Distance includes direct dialed calling to the 50 United States, Canada, Puerto Rico, the U.S. Virgin Islands, Commonwealth of the Northern Mariana Islands (CNMI), and Guam. Does not include international long distance, operator and/or directory assistance calls. International long distance rates are set forth in the Insight Business Phone International Pricing List.
- Block of Time Offers - . Block of Time Offers provide a specified amount of domestic direct-dialed 1+ interstate and intrastate long distance usage, and/or direct-dialed 1+ calling to Canada. Call detail may not be provided on the monthly billing. Usage over the Block of Time will be rated on a per minute basis. Unused minutes in any month revert to the Company.
- Unlimited Usage Offer - . The Unlimited Usage Offer provides unlimited domestic direct-dialed 1+ interstate and intrastate long distance usage, and unlimited direct-dialed 1+ calling to Canada. Due to the bulk nature of the usage, call detail may not be provided on the monthly billing. Unused minutes in any month revert to the Company.

Service is limited to small business voice applications and the use of this service is limited to the customer, employees of the customer and occasional use by Customer clients or patrons. The use of the service for resale, internet access, call center services, facsimile broadcasting, telemarketing, multi-party conference calls, 900 numbers or other non-permitted usage is prohibited. In addition, the use of auto dialers, polling devices, and other devices and/or dialing arrangements with the intent to avoid payment of otherwise applicable long distance charges is prohibited. The monthly rate for this plan does not include calls to 900 numbers, directory assistance calls, calling card calls, operator services, international calling, taxes, surcharges, fees, subscriber line and/or installation charges.

The Company will undertake periodic reviews of traffic on its network to determine appropriate use of this offer. Indicators of inappropriate usage may include call origination, call destination, call holding times, frequency of calls, call usage in excess of 5,000 minutes per account per month, and other calling-pattern data. Where the Company (at its sole discretion) determines that a customer's calling patterns indicate usage that is not consistent with typical small business customer usage permitted hereunder, the Company will notify the customer that the usage does not appear to be typical small business customer usage permitted hereunder and will allow the Customer an opportunity to discuss options such as an alternative plan. Participation may be terminated for customers who utilize the service in a manner or for a purpose other than those described herein.

The Company reserves the right to move a customer on this plan to an alternative plan or temporarily restrict or suspend the plan or the ability to place prohibited calls if the Company determines that the customer's usage on the plan is not consistent with typical small business usage permitted hereunder. In order to be eligible for this plan the Company must be able to verify that the customer continues to meet these eligibility requirements. Customers who no longer meet these

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eligibility requirements will no longer be eligible for this plan and will be placed on an alternative plan or will have their service suspended, restricted or cancelled upon notice by the Company.

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Taxes and Fees

Pricing shown does not include federal, state or local regulatory fees, taxes or surcharge, or other applicable charges. Service is subject to the Insight Business Phone Service Agreement. Prices are subject to change. Prices are effective as of the date of this price list.

Non-Recurring Charges:

Customer Installation Charge (for Phone-only installations)	\$30.00
Additional Phone Line Installation	
Same Trip	\$10.00
Special Trip	\$75.00
Repair Service Call Visit to Business	
First Hour (minimum)	\$45.00
Each Additional One-Half Hour	\$20.00
Out of Hours Service Call Visit to Business	
First Hour (minimum)	\$90.00
Each Additional One-Half Hour	\$40.00
Change of Telephone Number	\$20.00
Change of Directory Listing	\$ 5.00
Call Trace (*57)	\$ 3.00
Directory Assistance:	
Customer Dialed Directory Assistance	\$1.25/use
Operator Dialed Directory Assistance	\$1.25/use

Other Charges

Late Payment charge will apply to balances over 30 days. Charge is 1.5% of balance, or amount allowed by law, whichever is lower.

Returned Check Fee - Illinois, Kentucky, Ohio: \$25.00; Indiana: \$22.00

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Features Included in Package:

The following features are all pre-provisioned for unlimited free use:

- Caller ID
- Call Waiting
- Caller ID for Call Waiting
- Voice Mail
- Last Caller Number Lookup (*69)
- Three Way Calling
- Repeat Dial (* 66)
- Call Forwarding (includes Selective Call Forwarding and Remote Access to Call Forwarding)
- Call Forwarding Busy/Don't Answer (associated with Voicemail only) Anonymous Call Rejection (* 77)
- Selective Call Rejection

The following features are available to all Insight Business Phone Customers at no additional charge, if selected by Customer:

- Anonymous Call Rejection
- Third Party/Collect Calls Block
- Do Not Disturb
- Toll Restriction
- International Call Blocking
- Cancel Call Waiting Per Call (* 70)
- Caller ID Blocking (* 67)
- De-provision Voicemail
- De-provision Call Waiting

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Feature Descriptions:

CALLER ID NAME AND NUMBER

Caller ID Name and Number shows who is calling before the call is answered. Your phone displays the caller name and the telephone number of your incoming call. Caller ID compatible display screen or other compatible hardware is required. The feature requires a customer provided display device.

CALL WAITING

Call Waiting is a service that audibly notifies with a special tone you that a second caller is trying to reach you. To disable Call Waiting on a call-by-call basis, dial *70 before dialing your party.

CALLER ID FOR CALL WAITING

Call Waiting ID works just like Caller ID name and number but while you're already on the phone.

VOICE MAIL

Insight Business Phone offers Voice Mail service providing an automated message recording service to record messages from incoming callers when you are unavailable to take their calls. When the number is called and the line is busy or not answered, the caller hears the outgoing greeting that is recorded and personalized by the owner, and is given instructions for leaving a message. You can then playback these messages either from your home phone or from any other phone by dialing into your voice mailbox. The voice mailbox also will store a certain quantity of heard and unheard messages. Voice Mail waiting is signaled by a stuttering dial tone.

LAST CALLER NUMBER LOOKUP (*69)

Last Caller Number Lookup is a service that lets you know the phone number of the last inbound call to your line, whether it was answered or not. To activate Last Caller Number Lookup, dial *69 and listen for a recording of the last number that was called.

THREE WAY CALLING

Three Way Calling is a service that permits a three-way conference call. As the center of the conference if you drop, the conference drops.

To use Three Way Calling, place the person you're talking with on hold by pressing the receiver button for one second. A dial tone will follow. Call a second person. When you get an answer, press the receiver button briefly again. All three of you will be connected. When either of the people you called hangs up, you remain connected to the other person.

Many phones have a "flash" or "link" button, which can be used in place of the receiver button. While you're using Three-Way Conferencing, Call Waiting is unavailable. When the second person answers, you can have a private conversation before connecting your three-way call. If the call to the second person does not go through, or if the person you want to speak to is not available, press the receiver button twice. The person you have on hold will return to the line.

CALL FORWARDING

Call Forwarding is a service that automatically forwards all calls to any number you choose.

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To activate Call Forwarding, dial * 72. Dial the number you want to forward your calls to. When someone at that number answers, Call Forwarding is activated. If no one answers or the line is busy, press the receiver button for one second and repeat the steps listed above within two minutes. When you hear two beeps, Call Forwarding has been activated.

To deactivate Call Forwarding, dial * 73. You'll hear two short tones followed by dial tone. Call Forwarding has been deactivated.

Selective Call Forwarding lets you forward incoming calls from up to 12 selected phone numbers to the location of your choice. Voicemail will not pick up calls that have been forwarded.

- *To use this feature, pick up the handset, listen for dialtone, then press *63. A menu of options will guide you to add, delete, or review the numbers on your list. Select Option 1 from the menu to activate the feature, then 0 for other options. To deactivate, pick up the phone, press *83 and a menu of options will guide you.*

Remote Access to Call Forwarding adds the convenience of activating or cancelling Call Forwarding while you are away from home. You can find your local access number for remote access to Call Forwarding at www.insightphone.com.

REPEAT DIAL

Repeat Dialing is a service that repeatedly redials a busy number for you until the call goes through. Customers will be notified by a special ring and can simply pick up the receiver to put the call through.

To activate Repeat Dial, pick up the receiver again and dial *66. After the recording tells you Repeat Dialing is activated, hang up. As Repeat Dialing keeps calling, you can still use your phone as usual. A distinctive ring means the line you're redialing is free. Pick up and the number you want will be ringing. Repeat Dialing can monitor more than one busy number at a time, with distinctive rings used for each (Caller ID also shows which number has been reached). If you hear a fast busy signal or an announcement that the call cannot be completed, then the number is either invalid/not working, or has activated Call Forwarding.

Repeat Dialing deactivates automatically if you do not get through within 30 minutes. To deactivate Repeat Dialing manually, listen for a dial tone and dial *86. Listen for the announcement.

ANONYMOUS CALL REJECTION

Anonymous Call Rejection blocks calls from unidentified numbers. Calls that appear as unknown or unavailable will not be blocked.

- *To activate Anonymous Call Rejection, dial *77. Two beeps tell you Anonymous Call Rejection is turned on.*
- *To turn off Anonymous Call Rejection, dial *87. Two beeps tell you Anonymous Call Rejection has been turned off.*

SELECTIVE CALL REJECTION

Use Selective call rejection when you choose not to receive calls from as many as 12 selected phone numbers.

- *To use, lift the handset, listen for dial tone and press *60. A guide will walk you through the menu options.*

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THIRD PARTY/COLLECT CALLS BLOCK

Ability to block collect calls and requests to bill calls to a third party. Enabled by customer request and activated by service code 90038.

DO NOT DISTURB

Use the Do Not Disturb feature to place your phone in a busy state. Callers will hear an announcement stating that you do not wish to be interrupted. Do Not Disturb does not affect your ability to make outgoing calls.

- *To use, lift the handset, wait for dial tone and press *78.*
- *To deactivate, lift the handset, wait for dial tone and press *79.*

TOLL RESTRICTION

This feature ensures that only local calls can be made from your home. This is activated by designating no long distance carrier. This still permits use of dial-around services, 800 numbers, and 411.

INTERNATIONAL CALL BLOCKING

This feature will prevent International calls from being placed from the customer's phone Enabled by customer request and activated by service code 90145.

CANCEL CALL WAITING (See CALL WAITING description.) Available on a per call basis.

OUTBOUND CALLER ID BLOCKING

Prevents party being called from seeing phone number on their Caller ID. Displays as "Private" or "Unavailable." Can enable on a per call basis by pressing *67code before dialing or globally via application of service code 90062.

DEPROVISION VOICEMAIL

Voicemail is defaulted on in the Insight Business Phone offering. Upon customer request, the Voicemail feature can be suppressed by application of service code 90437.

DEPROVISION CALL WAITING

Call Waiting is defaulted on in the Insight Business Phone offering. Upon customer request, the Call Waiting feature can be suppressed by application of a service code.

HUNTING

For multi-line Customers, this feature provides the ability to have calls route to another line instead of reaching a busy signal. The Customer must have a least two lines and determine the order of call routing. This feature also provides the ability to have calls route to a recording device if all available lines are busy. Changes to the hunt sequence after initial installation will incur additional charges.

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