

PRICE LIST

**SCHEDULE OF RATES, RULES AND REGULATIONS
GOVERNING LOCAL TELECOMMUNICATION SERVICES
OFFERED BY**

**Knology of Alabama, Inc. d/b/a Knology
or d/b/a *WOW! Internet, Cable and Phone***

APPLYING TO THE FOLLOWING SERVING AREA:

**MONTGOMERY, ALABAMA
HUNTSVILLE, ALABAMA**

TABLE OF CONTENTS AND GENERAL INDEX

CONTENTS

<u>Section Title</u>	<u>Section Number</u>
Table of Contents.....	1
Description and Area of Operations	2
Definitions of Terms.....	3
General Rules and Regulations	4
Service Charges	5
Basic Local Exchange Service.....	6
Directory Publication and Use	7
Miscellaneous Service Arrangements	8
Charges Applicable Under Special Conditions.....	9
Customer-Provided Equipment and Facilities.....	10
Local Exchange Rate and Charges	11
Intrastate Message Telecommunications Service	12

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Abbreviated Dialing	8
Additional Listings (<u>See</u> Directory Listings)	7
Aerial To Underground Construction Charges	9
Applicability of Service Charges	5
Applicant's Recourse	4
Application of Business Rates	4
Application of Charges.....	5
Application of Residence Rates	4
Applications for Service	4
Area Calling.....	6
Areas of Operations.....	2
Availability of Facilities.....	4
Availability of Service.....	11
Base Rates.....	6
Billing Arrangements	11
Business Classification.....	4
Call Forwarding.....	8
Call Waiting.....	8
Calling Card Services.....	11
Cancel Call Waiting	8
Cancellation of Application for Service	4
Cancellation of Service	11

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
CLASS Services (Custom Local Area Signaling)	8
Classifications of Service	4
Conduit and Trenching.....	9
Connection of FCC Registered Equipment.....	10
Connection with Customer-Provided Equipment and Facilities	10
Construction.....	9
Custom Local Area Signaling Services (CLASS)	8
Customer-Provided Communications Systems.....	10
Customer-Provided Terminal Equipment.....	10
Damage to Facilities	10
Defacement of Premises.....	4
Detached Access Lines.....	5
Deposits.....	4
Description of Services	11

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Directories:	
Duplicate Listings	7
Errors and Omissions.....	7
Extra Lines	7
Extra Listings.....	7
Foreign Listings	7
Basic Listings.....	7
Ownership	7
Provision	7
Directory Assistance, Local	8
Dual Party Relay.....	6
Enhanced Business Features	8
Establishment and Maintenance of Credit.....	4
Excess Construction Charges.....	9
Extension of Facilities	9
Failure of Acceptance Tests	10
Fully-Protected Premises Wiring.....	10

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Hazardous or Inaccessible Locations.....	4, 10
Holiday Rates.....	11
Interruption of Service.....	11
Installation Charges	4
Installation, Maintenance and Repairs.....	4
Intrastate Message Telecommunications Service	11
Liability of Company	4, 10
Line Conditioning or Treatment	10
Line Maintenance	8
Listings, Directory	7
Local Access Service Rates	6
Local Calling Area	6
Local Directory Assistance	8
Local Exchange Access Service	6
LPIC Charge	5
Maintenance and Repairs	4
Maintenance Service Charge	5, 10
Message Toll Service	14
Nonpublished Directory Listings.....	7
Nonpublished Telephone Number Service.....	7
Office Hours Directory Listings	7

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Omissions in the Telephone Directory	7
Operator Assisted Charges	8
Operator Assisted Services	11
Operator Services	11
Ordering Charge, Primary Service.....	5
Ownership and Use of:	
Directories	7
Equipment	4
Facilities	4
Telephone Numbers.....	4
PIC Charge.....	5
Potential Discounts	11
Premises Visit Charges.....	5

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Primary Directory Listing	7
Priority Establishment of Service	4
Protective Equipment	4
Rates	11, 12
Refusal of Service.....	4
Remote Call Forwarding	8
Repair and Maintenance.....	4
Residence Rates, Application	4
Residence Classification	4
Responsibility of Company.....	10, 11
Responsibility of Customer.....	10, 11
Rotary Hunting Service	8
Service Charge Elements	5
Service Order Charges:	
Primary	5
Secondary.....	5
Service Points	11
Service Reconnection Charge.....	5
Special Calling Features.....	8
Speed Calling - 8	8

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

TABLE OF CONTENTS AND GENERAL INDEX

INDEX

<u>SUBJECT</u>	<u>SECTION</u>
Transfer, Assignment of Supersedure of Service	4
Telephone Directories	7
Telephone Numbers	4
Termination Charge.....	5
Terms of Service.....	4
Three-Way Calling	8
Time-of-Day Rate.....	11
Timing of Calls.....	11
Toll Restriction Service	8
Two-Way Telephone Conversation.....	10
Unlawful Use of Service	4
Visit, Premises Charge	5
Voice Mail	8
Wiring	11
800 Service	11

DESCRIPTION AND AREA OF OPERATIONS

KNOLOGY of Alabama, Inc. (Company) is a public utility providing telecommunications service in the areas certificated to the Company by the Alabama Public Service Commission.

Headquarters for the Company are located at:

1241 O.G. Skinner Drive
West Point, Georgia

For Montgomery, Alabama company representatives may be contacted at (334) 356-1000. For Huntsville, Alabama company representatives may be reached at (256) 489-1000.

Areas of Operation

The Company Service Area will encompass portions of the following area(s). The Company will be offering service only at locations where it chooses to construct facilities.

<u>Exchange</u>	<u>NPA-NXX</u>	<u>County</u>
Montgomery	334 - 356	Montgomery
Prattville	334-491	Autauga
Huntsville	256-489	Madison
Madison	256-325	Madison

Rate Groups Defined

Rates for the aforementioned Exchanges are as follows:

Rate Group One – Montgomery and Prattville, Alabama
Rate Group Two – Huntsville and Madison, Alabama

Local Exchange Rates for each Rate Group are listed in Section 11 of this Price List.

DEFINITIONS OF TERMS

INDEX

	<u>Page</u>
Access Line.....	4
Airline Measurement.....	4
Applicant.....	4
Building.....	4
Business Service.....	4
Call.....	4
Calling Area.....	4
Central Office.....	4
Channel.....	5
Circuit.....	5
Class Of Service.....	5
Communications Systems.....	5
Company.....	5
Conduit.....	5
Connection.....	5
Connection Charge.....	6
Construction Charge.....	6
Continuous Property.....	6
Contract.....	6
Contract Period.....	6
Cost Or Cost Basis.....	6
Custom Calling Services.....	6
Custom Local Area Signaling Services (CLASS).....	7
Customer.....	7
Customer Premises Inside Wiring.....	7
Customer-Provided Terminal Equipment.....	7
Customer Trouble Report.....	7
Demarcation Point.....	7
Direct Connection.....	8
Directory.....	8
Directory Assistance Service.....	8
Directory Listing.....	8
Disconnect Notice.....	8
Disconnection Of Service.....	8
Drop Wire.....	8

DEFINITIONS OF TERMS

INDEX

	<u>Page</u>
E911 Service.....	9
Exchange.....	9
Exchange Area.....	9
Exchange Service	9
Facilities	9
Flat Rate Service.....	10
General Exchange Services.....	10
Harm.....	10
Household	10
Individual Line Service	10
Initial Nonrecurring Charge	10
Initial Service Period	11
Installation Charge.....	11
Interface	11
Interface Equipment	11
IntraLATA	11
Jack.....	11
Line	11
Local Access And Transport Area (LATA).....	11
Local Calling Area	12
Local Channel.....	12
Local Exchange Service.....	12
Local Message	12
Local Message Charge	12
Local Service	12
Local Service Area (Local Calling Area).....	12
Local Service Charge	12
Long Distance Message Telecommunications Service.....	13
Maintenance Service Charge	13
Message.....	13
Mileage	13
Minimum Contract Period.....	13
Nonpublished Telephone Number	13
Nonrecurring Charge.....	13
Permanent Disconnect.....	13

DEFINITIONS OF TERMS

INDEX

	<u>Page</u>
Person.....	14
Premises	14
Premises Wiring	14
Primary Service	14
Primary Termination	14
Public Thoroughfare.....	15
Published Telephone Number.....	15
Rate Center	15
Reference Listing.....	15
Registered Protective Circuitry	15
Registered Terminal Equipment	15
Residential Service	15
Rotary Hunting Service.....	15
Service Charge.....	15
Serving Central Office	16
Specialized Customer Premises Equipment	16
Supersedure Of Service.....	16
Suspension Of Service.....	16
Tariff	16
Telecommunications Services.....	16
Telephone Company.....	16
Telephone Number	16
Temporary Disconnection.....	17
Temporary Service	17
Termination Agreement	17
Termination Charge.....	17
Termination Of Service.....	17
Trunk Line	17
Underground Service Connection.....	17
Voice Grade	17

DEFINITIONS OF TERMS

ACCESS LINE

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

AIRLINE MEASUREMENT

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

APPLICANT

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

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."

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.

DEFINITIONS OF TERMS

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.

CIRCUIT

A channel used for the transmission of energy in the furnishing of telephone and other communication services further described as:

- (a) Two-wire circuit: A circuit using one transmission path, which may be one carrier pair or one pair (two wires) of metallic conductors.
- (b) Four-wire circuit: A circuit using two one-way transmission paths, which may be two carrier paths or two pairs (four wires) of metallic conductors

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.

COMMUNICATIONS SYSTEMS

Channels and other facilities which are capable, when not connected to exchange telecommunication service, of 2-way communication between customer-provided terminal equipment.

COMPANY

KNOLOGY of Alabama, Inc.

CONDUIT

A tubular runway for cable facilities

CONNECTION

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

DEFINITIONS OF TERMS

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 Price List.

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 Price List.

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 is furnished in connection with individual line service.

DEFINITIONS OF TERMS

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

Any person, firm, partnership, corporation, municipality, cooperative organization or governmental agency furnished communication service by the Company under the provisions and regulations of this Price List. 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 WIRING

All wire within a customer's premises, including connectors, jacks, and miscellaneous materials associated with the wire's installation. Premises inside wiring is located on the customer's side of the Company's premises protector. By definition, customer premises inside wiring 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.

DEMARCATION POINT

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

DEFINITIONS OF TERMS

DIRECT CONNECTION

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

DIRECTORY

A book which is published by the Company and 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, notifying the Customer that service will be disconnected if charges are not satisfied by the date specified on the notice.

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 rules and/or 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 premises.

DEFINITIONS OF TERMS

E911 SERVICE

Enhanced 911 (“E911”) service is a telephone exchange communication service whereby a public safety answering point (“PSAP”) designated by the customer (an Emergency District or other governmental entity) may receive telephone calls dialed to the telephone number 911. Knology does not directly interconnect with Emergency District Providers but provides access to E911 through arrangements with other carriers.

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 city, 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 Price List.

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.

DEFINITIONS OF TERMS

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.

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.

INDIVIDUAL LINE SERVICE

A classification of exchange service furnished under Price List 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.

DEFINITIONS OF TERMS

INITIAL SERVICE PERIOD

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

INSTALLATION CHARGE

A nonrecurring charge associated with optional service features and may sometimes be called an “initial” charge, and may apply in addition to service connection charges.

INTERFACE

- (a) The junction or point of interconnection between two systems or equipments 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.
- (b) The point of interconnection between Company equipment and communications facilities on the premises 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.

INTRALATA

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

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.

LINE

See “Access Line.”

LOCAL ACCESS AND TRANSPORT AREA (LATA)

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

DEFINITIONS OF TERMS

LOCAL CALLING AREA

See "Local Service Area."

LOCAL CHANNEL

Applies to that portion of a channel which 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 premises within the exchange, including connections between a customer premises 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 long-distance 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 long-distance charges. A local service area may include one or more exchange areas under an extended area service arrangement.

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.

DEFINITIONS OF TERMS

LONG DISTANCE MESSAGE TELECOMMUNICATIONS 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 long-distance.

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.

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.

PERMANENT DISCONNECT

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

DEFINITIONS OF TERMS

PERSON

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

PREMISES

The same premises 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.

PREMISES WIRING

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

PRIMARY SERVICE

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

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 on the continuous property of a customer. When more than one customer's premises 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.

DEFINITIONS OF TERMS

PUBLIC THOROUGHFARE

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

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 PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with part 68 of the Federal Communications Commission's Rules and Regulations.

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.

DEFINITIONS OF TERMS

SERVING CENTRAL OFFICE

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

SPECIALIZED CUSTOMER PREMISES EQUIPMENT

Terminal equipment required by persons with impaired hearing, speech, vision or mobility. When this equipment is provided by a telephone cooperative, it is provided under Price List in accordance with Part 64, Subpart F, of the Federal Communications Commission's Rules and Regulations.

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 premises 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.

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 filed with and approved by the Alabama Public Service Commission and containing all rules and regulations, rates, and charges governing the provision of "Basic Telephone Service" and "Optional Telephone Features," as those terms are defined by the Communications Reform Act of 2005, Ala. Code 1975, §§ 37-2A-1 et seq.

TELECOMMUNICATIONS SERVICES

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

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."

DEFINITIONS OF TERMS

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.

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.

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

A telephone signal within the frequency bandwidth of approximately 300 to 3000 Hertz.

GENERAL RULES AND REGULATIONS

TABLE OF CONTENTS

	<u>Page</u>
4.1 <u>GENERAL APPLICATION</u>	2
4.2 <u>ESTABLISHING SERVICE</u>	2
4.2.1 Availability of Facilities	
4.2.2 Application for Service	
4.2.3 Cancellation or Change in Application for Service	
4.2.4 Refusal of Service	
4.2.5 Transfer, Assignment, or Supersedure of Service	
4.2.6 Priority of Establishment of Service	
4.3 <u>FURNISHING OF SERVICE</u>	4
4.3.1 Company Facilities at Hazardous or Inaccessible Locations	
4.3.2 Protective Equipment	
4.3.3 Telephone Numbers	
4.3.4 Classifications of Service	
4.3.5 Installation, Maintenance, and Repair of Facilities	
4.3.6 Work Performed Outside Regular Working Hours	
4.4 <u>CUSTOMER RELATIONS</u>	10
4.5 <u>TEMPORARY NUMBER PORTABILITY</u>	11
4.8.1 Terms of Service	
4.8.2 Rates	
4.6 <u>LIABILITY OF THE COMPANY</u>	11
4.7 <u>TEMPORARY PROMOTIONAL PROGRAMS</u>	11

GENERAL RULES AND REGULATIONS

4.1 GENERAL APPLICATION

- 4.1.1** The rules and regulations set out in this Price List apply to the services and associated facilities furnished by the Company within its operating territory in the serving area listed in Section 2 of this Price List.
- 4.1.2** This Price List, as well as any tariffs containing rates for Basic Local Exchange Service and/or certain Optional Telephone Features 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.
- 4.1.3** Failure on the part of any customer to observe the Knology Customer Service Agreement or any applicable rules and regulations found within this Price List gives the Company the right to cancel all contracts and discontinue the furnishing of service.

4.2 ESTABLISHING SERVICE

4.2.1 Availability of Facilities

- A. The rates and charges quoted herein 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
- C. 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.

4.2.2 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.

4.2.3 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. 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 is also required to pay the amount of additional costs and expenses incurred by the Company in completing the work as changed.

GENERAL RULES AND REGULATIONS

4.2 ESTABLISHING SERVICE (Cont'd)

4.2.4 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. For refusal to make a deposit if the applicant is required to make a deposit under the requirements outlined in this Price List.
 - c. For unavailability of Company facilities.
 - d. The applicant fails to satisfy a Company defined credit worthiness test.
 - e. Failure to pay the bill of another customer at the same address as long as applicant is a member of the same household of the party owing the bill or a guarantor of the account.
 - f. The applicant is indebted to any utility company for the same or similar kind of service as that applied for.
 - g. Failure to pay for merchandise or charges for non-utility service purchased from the Company.

B. Applicant's Recourse

In the event the Company refuses to serve an applicant, the Company will inform the applicant of the reasons for its refusal.

4.2.5 Transfer, Assignment, or Supersedure of Service

- A. Service previously furnished to one customer may not be assumed by a new customer without lapse in the rendition of service. The new customer must execute a new service agreement which is subject to the provisions of this Price List.

GENERAL RULES AND REGULATIONS

4.2 ESTABLISHING SERVICE (Cont'd)

4.2.6 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.

4.3 FURNISHING OF SERVICE

4.3.1 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 will reimburse the Company for any unusual costs involved.
- B. The customer shall indemnify and hold the Company harmless from any and all loss, claims, or damage by reason of the installation and maintenance of such service and/or facilities.

GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Con't)

4.3.2 Protective Equipment

- A. Protective equipment is required when a hazardous electrical environment is present at a customer's premises 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 premises 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 of Section 10 of this Price List.
- 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 and Section 10 of this Price List.

4.3.3 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 the 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 accordance with industry guidelines, disconnected residence and business telephone numbers shall be aged for no more than ninety (90) calendar days after service has been disconnected.
- D. When additions or changes in plant or changes to any other of the Company's operations necessitate changing telephone numbers to a group of customers, at least 45 days written notice shall be given to all affected customers even though the addition or changes may be coincident with a directory issue.

GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.4 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 Price List.

B. Application of Business Rates

Business rates apply whenever the use of the service is primarily or substantially of a commercial, professional, institutional, or otherwise occupational nature, or where the listing required is such as to indicate business use.

Business rates apply for:

1. Offices, stores, factories, resorts, construction offices, and all other places of a strictly commercial, professional or business nature.
2. Boarding houses, hotels (except as modified under Section 4.3.4.C.2), offices or hallways of apartment buildings, colleges, quarters occupied by clubs and fraternal societies. In public, private, or parochial schools, hospitals, nursing homes, libraries, and other institutions.
3. Residence locations when the customer has no regular business service, and the continued, recurring use of the service over an extended period of time either by the customer, members of his/her household, or his/her guests, or parties calling him/her can be considered as more of a business than of a residential nature. An extended period of time would be one month or longer. This fact might be indicated by typical forms of advertising, or when such business use is not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.4 Classifications of Service (Cont'd)

B. Application of Business Rates (Cont'd)

4. Residence locations where the residence is physically connected to a place of business or an office is maintained within the premises, the customer has no regular business service, and it is not evident that the service located in the residence is to be employed primarily for domestic use.
5. Residence locations when an additional jack, station or extension bell is located in a shop, office or other place of business.
6. Any location where a business designation is provided or when any title indicating a trade or profession is listed, except as modified under Section 4.3.4.C.4 of this Price List.
7. All other locations where the customer's primary use of the service is for business purposes.
8. Service terminating solely on the answering service facilities of a telephone answering firm.

C. Application of Residence Rates

Residence rates apply when the use of the service is of a domestic nature, provided that service is not used substantially for occupational purposes.

Residence rates apply for:

1. Private residences if either alphabetical or classified business directory listings are not requested or provided.
2. Private apartments in hotels, and rooming or boarding houses where service is confined to the domestic use of the customer and business directory listings are not employed.
3. In rooming or boarding houses which are not advertised or listed in the directory as a place of business or which have less than five rooms for rent, or which furnish meals to less than ten boarders.

GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.4 Classifications of Service (Cont'd)

C. Application of Residence Rates (Cont'd)

4. The residence of a clergyman or nurse, physician, surgeon, dentist, veterinarian, or other medical practitioner, or certain other professional groups, provided no business designation is employed and the customer does not maintain an office within the residence in which a telephone or jack is located. Titles such as "Dr.", "Rev.", "Judge", and "Professor" are not considered business designations when associated with individual names. If listings of firms or partnerships, etc., or additional listings of persons not residing in the same household are desired, business rates apply.
5. In fire department meeting rooms, dormitories or sleeping quarters where the telephone number is not published and the service is not available for use by the general public.
6. In churches where the telephone is not available for public use, as in a clergyman's study.

- D. Changes in classification between residence to business service may be made without change in telephone number if the customer so desires.

4.3.5 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 Price List, 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. The Company shall have the right to charge the customer for losses experienced as a result of unauthorized tampering.

GENERAL RULES AND REGULATIONS

4.3 FURNISHING OF SERVICE (Cont'd)

4.3.5 Installation, Maintenance, and Repair of Facilities (Cont'd)

- C. The customer may be billed the applicable Minimum Service Charge for each service call to the customer's premises where off-hook condition is found.

4.3.6 Work Performed Outside Regular Working Hours

The rates and charges specified in this Price List 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 Price List.

GENERAL RULES AND REGULATIONS

4.4 CUSTOMER RELATIONS

A. General

1. 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.
2. Upon request for service by a residential applicant or upon request for transfer of service by a residential customer, the Company shall inform the applicant or customer of the Company's lowest priced alternatives available at the customer's location. The Company shall provide this information beginning with the lowest priced alternative and giving full consideration to applicable service or equipment options and Installation Charges.
3. 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.
4. The Company will provide to all new residential 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; deposits; 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.

GENERAL RULES AND REGULATIONS

4.5 TEMPORARY NUMBER PORTABILITY

4.5.1 Terms of Service

The company shall provide 2-way temporary number portability for customers pursuant to any regulations issued by the FCC or the Alabama Public Service Commission. The company will allow, as long as it is technically feasible, for customers with BellSouth or other LEC telephone numbers which were assigned within the Company's local calling scope to be retained by the customer when they receive Company service. Such temporary number portability will be accomplished via call forwarding performed at the switch. Customers should note that certain features such as Voice Mail, Caller ID and Calling Name and Number ID may not function properly with temporary Number Portability. Customers with KNOLOGY of Alabama, Inc. telephone numbers may also retain Company numbers when changing to another local service provider as long as the customer service remains at the same address.

4.5.2 Rates

See Section 11.

4.6 LIABILITY OF THE COMPANY

4.6.1 Restrictions

The following calls may not be placed through the Alabama Relay Center:

- Calls to 976, 900 or 700 numbers
- Calls to time or weather recorded numbers
- Calls to other informational recordings
- Station sent paid calls from coin telephones
- Operator handled conference service and other teleconference calls

4.7 TEMPORARY PROMOTIONAL PROGRAMS

The Company may establish temporary promotional programs wherein it may waive recurring or non recurring charges to introduce present or potential Customers to a service not presently received by the Customer(s).

SERVICE CHARGES

TABLE OF CONTENTS

	<u>Page</u>
5.1 <u>DEFINITIONS</u>	2
5.1.1 Account	
5.1.2 Service Charge Elements	
5.2 <u>APPLICATION OF CHARGES</u>	2
5.2.1 General	
5.2.2 Specific Application of Charges	
5.3 <u>SCHEDULE OF SERVICE CHARGES</u>	5
5.4 <u>TERMINATION CHARGE</u>	6
5.5 <u>PREMISE VISIT CHARGE</u>	6
5.5.1 General	
5.5.2 Rates and Charges	
5.6 <u>PIC/LPIC CHARGE</u>	7
5.8.1 General	
5.8.2 Rates and Charges	

SERVICE CHARGES

5.1 DEFINITIONS

5.1.1 Account

A customer's record relating to his/her service or equipment billed to a telephone number. Service may be located on one or more premises as long as it is part of his/her main telephone system and billed to the main telephone number.

5.1.2 Service Charge Elements

A. Service Order Charge

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 premises or continuous property. Service Order Charges are further classified as either primary or secondary.

B. Customer Premise Visit Charge

The Company's charge associated with a trip to the customer/applicant's premises to comply with the customer/applicant's request to establish, to add to, or to rearrange service.

5.2 APPLICATION OF CHARGES

5.2.1 General

- A. Service Charges are in addition to other rates and charges normally applied under this Price List, and are applicable for all services furnished to the customer as indicated throughout this Price List except as modified hereinafter. Such charges apply in addition to, and not in lieu of, Installation Charges or Construction Charges associated with unusual costs incurred to establish service.
- B. The Service Charges specified in this Price List are intended to cover costs incurred by the Company to establish, to add to, or to rearrange service as requested by the customer.
- 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 (9:00 a.m. to 5:00 p.m.) or business week (Monday - Friday), or interrupts work once begun, an additional charge applies based on the additional costs incurred by the Company.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.1 General (Cont'd)

- D. Except as otherwise provided in this Section, all changes in location of Customer's equipment or service from one premise to another are treated as new service connections and the appropriate Service Charges will be applied.
- E. Service Charges may be required to be paid at the time of application for service, or upon presentation of a bill.
- 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. Telephone number changes for Company reasons.
 - 6. The reestablishment of service at any location within the same exchange after the destruction or partial destruction of the Customer's premise by means beyond the control of the customer. If service is established at a new location and the Customer later moves back to the old location, Service Charges will apply in connection with reestablishment of service at the old location.
 - 7. When existing Customers disconnect their Local Exchange Access Service.
 - 8. Initial request for blocking access to 900 Service.
 - 9. Specific instances addressed in Section 6 of this Price List.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Service Charges

A. Service Order Charges

1. Service Order Charges are applicable:
 - a. For requests to establish an account for initial connection of service.
 - b. For connection of additional local exchange or detached access lines to an established service.
 - c. For changes and transfers of service involving a change in name and responsibility, except in the case of a surviving spouse who has established service.
 - d. For restoration of service disconnected for non-payment of telephone bills.
 - e. For subsequent requests for service, for restoration of service at the customer's request, and for requests for change in class or grade of service.
 - f. For service ordered while that customer has a pending service order and which requests services that cannot be included on the pending service order.
 - g. For additions, moves or changes of lines in the same building or in different buildings on the same premises.
 - h. 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.
 - i. For changes to a directory listing if a customer requests this change more than once in a calendar year.
 - j. When two or more segments of a detached access line are bridged in the central office. In this event, a Service Order Charge will apply for each segment of the affected line.

SERVICE CHARGES

5.2 APPLICATION OF CHARGES (Cont'd)

5.2.2 Specific Application of Charges (Cont'd)

B. Customer Premise Visit Charge

1. A Premise Visit 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.
2. Only one Premise Visit Charge will apply in connection with the same service order. Except when more than one trip to the Customer's or Applicant's premise is necessary for Company reasons, the charge will apply if additional trips are necessitated by a Customer or an Applicant request.
3. A Premise Visit Charge is applicable when a trip to the Customer's premise is required to arrange for the connection of or change to Customer-provided equipment.
4. A Premise Visit Charge is not applicable to complete disconnection of service or a change in service or facilities initiated by the Company.

5.3 SCHEDULE OF SERVICE CHARGES

	<u>Business</u>	<u>Residence</u>
A. Service Ordering Charge:		
1. For connecting new or additional central office lines, per Service Order	See Section 11	
2. For moving or changing existing service and equipment or adding new or additional service and equipment other than central office lines, per Service Order	See Section 11	
B. Move and Change Charge		
1. For rearrangement of drop wire and/or protector, a Service Order Charge and Premises Visit Charge as specified elsewhere shall apply. See Section 11.		

SERVICE CHARGES

5.4 TERMINATION CHARGE

When a Customer cancels an order for service prior to the establishment of service or the expiration of the initial contract period, a Termination Charge may be applicable. Customer must be made aware of any Termination Charges in a written contract/service agreement. For current termination charge, see Section 11.

5.5 PREMISES VISIT CHARGE

5.5.1 General

When a Customer trouble report requires a visit to the Customer premise by a Company repairman and it is found that the trouble is in the Customer-provided equipment, a non-recurring Premise Visit Charge will apply whether or not the Customer-provided equipment or inside wiring is legally connected to the facilities of the Company in accordance with the provisions of Section 11 of this Price List. The Premise Visit Charge is also applicable when an employee is dispatched to a designated location to complete a Customer service request for the installation, move or change of service or equipment.

5.5.2 Rates and Charges

- a. See Section 11.

SERVICE CHARGES

5.6 PIC / LPIC CHANGE CHARGE

5.6.1 General

If a customer elects to change the Primary Interexchange Carrier (PIC) and/or Local Primary Interexchange Carrier (LPIC) selection a PIC/LPIC Change Charge will apply for each line changed. This charge does not apply to new service orders in which a customer initially makes his/her PIC/LPIC selection.

5.6.2 Rates and Charges

See Rate Sheet.

BASIC LOCAL EXCHANGE SERVICE

TABLE OF CONTENTS

	<u>Page</u>
6.1 <u>LOCAL EXCHANGE RATES</u>	2
6.1.1 General	
6.1.2 Base Rates	
6.1.3 Local Calling Areas	
6.1.4 Dual Party Relay	
6.2 <u>AREA CALLING PLAN</u>	3
6.3.1 General	
6.3.2 Rates	
6.3 <u>\$49.95 RESIDENTIAL BUNDLE PLAN</u>	4
6.4.1 General	
6.4.2 Rates	
6.4 <u>LIMITLESS PLAN</u>	4
6.5.1 General	
6.5.2 Rates	

BASIC LOCAL EXCHANGE SERVICE

6.1 LOCAL EXCHANGE RATES

6.1.1 General

Basic Local Exchange Service is provided by means of station, wire, 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 below. The facilities, plant and equipment used to provide Basic Local Exchange Service are also used in the furnishing of long-distance telephone services at rates applicable for such services.

- 6.1.2**
- | | | |
|---------------------------------------|--------------------|-----------------|
| A. Base Rates | Residential | Business |
| | See Section 11 | |
| B. Residential Bundle Discount | | |

Knology is a Broadband Telecommunications Company offering local and long distance phone services along with cable television and high-speed internet access. Knology offers a bundle discount to Residential Customers who currently subscribe to Knology's cable service. This discount applies to the basic line charge and Smart Choice package only. Bundled line rates can be found in Section 11.

C. Business Discount

Knology offers the following discounts to business customers who sign term contracts. This discount applies only to the line rate found in this Price List, and the termination charge outlined in Section 5.4 of this Price List may apply.

Length of contract	Local Service Discount
12 months	5%
24 months	10%
36 months	15%

6.1.3 Local Calling Areas

Montgomery/356 Prattville/491	Montgomery, Holtville, Prattville, Wetumpka Montgomery, Prattville, Holtsville, Wetumpka
Huntsville/489	Huntsville, Madison, Ardmore, Hazel Green, New Market, Gurley, Decatur
Madison/ 325	Huntsville, Madison, Ardmore, Hazel Green, New Market, Gurley, Decatur

BASIC LOCAL EXCHANGE SERVICE

6.1 LOCAL EXCHANGE RATES (Continued)

6.1.4 Dual Party Relay Service

The Company charges a \$.15 monthly surcharge for Dual Party Relay Service. This service permits hearing- and speech-impaired users of Telecommunications Devices for the Deaf (TDD) to communicate with users of ordinary telephones. Communications take place by relaying conversations (voice to TDD and TDD to voice). These calls are between one party who must communicate by means of a TDD and another who communicates by means of an ordinary telephone. Messages are rated from the rate center of the calling party to the rate center of the called party. The monthly surcharge is billed to all customers, regardless whether a particular customer needs or uses Dual Party Relay Service.

6.2 AREA CALLING PLAN

6.2.1 General

The area-calling plan provides residential subscribers a flat rate access line with a local calling scope that covers the entire Local Access Transport Area (LATA). Residential subscribers with the area calling plan have unlimited calling to all access lines within that subscriber's LATA.

6.2.2 Rates

See Section 11 for Rates.

BASIC LOCAL EXCHANGE SERVICE

6.3 \$49.95 RESIDENTIAL BUNDLE PLAN

6.3.1 General

Existing or potential residential bundled telephone customers may subscribe to the \$49.95 residential bundle plan. A bundled telephone customer is one who subscribes to at least one of the Company's non-utility services in addition to its local telephone service. The customer will receive:

1. 1 residential telephone line
2. 1250 minutes/month of domestic long distance (no carry-over for unused minutes)
3. Basic residential voice mail service
4. Residential Caller ID
5. Residential Call Waiting

Domestic long distance in excess of 1250 minutes/month will be billed at \$0.05/minute. The customer will be responsible for the applicable charges specified in this Price List. All other regulatory fees, taxes and surcharges will be in addition to the monthly recurring rate. Customers can add other residential features at current prices. Domestic long distance usage detail available upon request.

6.3.2 Rates

\$49.95 per month.

6.4 LIMITLESS PLAN

6.4.1 General

Existing or potential business and residential bundled telephone customers may subscribe to the Limitless plan. A bundled telephone customer is one who subscribes to at least one of the Company's non-utility services in addition to its local telephone service.

The Limitless plan includes:

1. 1 telephone line
2. All Smart Choice Features detailed in §8.6.1
3. Unlimited domestic long distance

The customer will be responsible for the applicable charges specified in this or Price List. All other regulatory fees, taxes and surcharges will be in addition to the monthly recurring rate. Domestic long distance usage detail available upon request.

6.5.2 Rates

Residential - \$49.95 per month.
Business - \$59.95 per month

DIRECTORY PUBLICATION AND USE

TABLE OF CONTENTS

	<u>Page</u>
7.1	
<u>DIRECTORY LISTINGS</u>	2
7.1.1	Provision of Directory Listings
7.1.2	Primary Directory Listings
7.1.3	Additional Directory Listings
7.1.4	Non-published Number Service
7.1.5	Non-listed Number Service
7.1.6	Rates and Charges
7.1.7	Liability for Directory Listing Charges
7.2	
<u>PROVISION AND OWNERSHIP OF DIRECTORIES</u>	9

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS

7.1.1 Provision of Directory Listings

- A. These rates and regulations for directory listings apply only to the information records and the alphabetical Section of the directory containing the regular alphabetical list of names of customers.
- B. Listings are regularly provided in connection with all classes of exchange service unless the customer subscribes to Non-Published Number Service.
- C. Directory listings are provided to aid in the use of telephone service through the identification of customers' telephone numbers. Special arrangements of names is not contemplated, nor any form of listing which does not facilitate use of directory service, is otherwise objectionable, or is unnecessary for purposes of identification.
- D. A listing must conform to the Company's specifications with respect to its directories.
- E. The Company has the right to limit the length of any listing to one line in the directory by the use of abbreviations when the clearness of the listing or the identification of the customer is not impaired thereby.
- F. The contract period for directory listings where the primary or additional listing appears in the directory is the directory period.
- G. Non-published service is provided by the Company. This is a type of service where the customer's number is not included in the published directory, but is included in the information records and is provided by the directory assistance operator upon request.

7.1.2 Primary Directory Listings

- A. Number of Listings Provided Without Charge

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

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.2 Primary Directory Listings (Cont'd)

B. Business Listings

Business listings consist of a name, a designation descriptive of the customer's business, the address of the premises at which service is rendered, and the telephone number. Business designations (e.g., ofc., atty., M.D., etc.) may be used when appropriate. The primary listing is ordinarily the name of the individual, firm or corporation which contracts for the service or the name under which a business is regularly conducted. Where the service is contracted for by one party for the use of a second party, the primary listing may be the name of the second party.

C. Residence Listings

1. Residence listings consist of a name or dual names, the address of the premises at which service is rendered and the telephone number. The primary listing is ordinarily the name or dual names of customers who apply for the service, but the listing may be in the name of a second party designated by the customer.
 2. Any listing other than an individual name will be considered a business service listing, except as specified in this Price List.
 3. Dual name listings are available only for residence subscribers who share the same surname and reside at the same address, or where a person is known by two first names. Dual name listings may be provided as the primary listing at no recurring charge or as an additional listing at the regular residential additional listing rate.
- D. At the customer's option, either the street address or post office box number may be listed. An Additional Listing Charge will be due if the customer desires both listings.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.3 Additional Directory Listings

A. General

1. The regular extra listing rates and conditions apply to each regular or special type of additional listing ordered by the customer.
2. Charges for additional listings begin on the date the information records are posted and are payable monthly in advance.
3. Additional listing charges are automatically discontinued upon termination of the main service.
4. Additional listings will have the same address as the primary listing. However, when, in the opinion of the Company, it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, the following exceptions may be allowed:
 - a. A listing may be permitted under the address of a Private Branch Exchange (PBX) or extension station installed on the premises of the customer, even though that address is different from that of the switchboard or main station using the telephone number of the primary listing.
 - b. Where a building has more than one entrance, the customer may have an additional listing showing the address of an entrance other than that included in the primary listing.
5. Additional residence-type listings may be provided in the names of permanent guests or tenants of hotels, motels and apartment houses equipped with key or PBX systems, provided that written approval is obtained in advance from the hotel, motel or apartment house involved. In such circumstances:
 - a. Business additional listing rates apply; and
 - b. No separate billing will be issued.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.3 Additional Directory Listings (Cont'd)

B. Special Types of Additional Listings

1. Duplicate and Reference Listings

Listings of nicknames, abbreviated names, re-arrangements of names, names which are commonly spelled in more than one way, and other names by which customers are known are permitted when, in the opinion of the Company, they are necessary for the proper identification of the customer, they are not desired to secure a preferential position in the directory, or when they are not for advertising purposes. Cross-reference listings are permitted when their use will facilitate the handling of telephone calls.

2. Alternate Listings

a. Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

b. The alternate number may be a number that is not the requesting customer's number. In such case, the written consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

3. Foreign Listings

Foreign listings are listings appearing in a directory other than the directory for which local service is furnished. The minimum contract period for which charges will apply will be the remaining period that the directory will be used. These charges will be paid annually in advance.

4. Indented Residence Listings:

Additional listings may be furnished for the customer's or their employees' residence telephones. These additional listings will be indented under the listing of the business with which they are associated. In such cases, the party in whose name the indented residence listing is shown must have a residence primary listing or additional listing in the same name. Such listings are furnished at the rate and under the regulations specified for additional listings.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.3 Additional Directory Listings (Cont'd)

B. Special Types of Additional Listings (Cont'd)

5. Listings of Residence Under Business Service:

Additional listings of residences may be furnished under business service, provided the business and residence establishments are at the same address and are under the same roof. The additional listing must be in the name of the customer, a member of his/her immediate family, or of an employee or representative of the customer.

6. Extra Lines of Information:

Listings of other information which is not required in order to efficiently handle telephone traffic is not included in the charges for service. For example, such other information may be the office hours of a business. The Company may, at its discretion, accept listings of such miscellaneous information at the rates for special types of additional listings.

7.1.4 Non-Published Number Service

A. General

1. Non-Published Number Service provides for the omission or deletion of a customer's telephone number listing from the Company's directories.
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 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.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.4 Non-Published Number Service

A. General (Cont'd)

4. The rate for Non-Published 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. To 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 service furnished to such establishments.
 - c. Service which is installed for a temporary period.
5. A customer residing in an E911 Service district forfeits the privacy afforded by Non-Published 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.

7.1.5 Non-listed Number Service

- A. A non-listed telephone number is one for which no listing appears in the alphabetical section of the directory. The number is listed in the information records and is given out upon request.
- B. A Service Connection Charge, as stated in Section 5.3 of this Price List, applies to the establishment or change of non-listed telephone numbers.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.6 Rates and Charges

See Section 11.

7.1.7 Liability For Directory Listing Service

A. General

1. The Company shall not be liable for any error, omission, or other failure in connection with directory listings furnished without additional charge. The customer agrees to hold the Company free and harmless of and from any claims, loss, damage, or liability which may result from such error, omissions, or other failures.
2. The liability, if any, of the Company for any error, omission, or other failure in connection with directory listings furnished at an additional charge shall in no event exceed the charge for that listing during the effective life of the directory in which the error or omission is made.
3. In accepting listings as prescribed by Applicants or customers, the Company will not assume liability for the result of their publication in the directory nor will the Company be a party to controversies arising between customers or others as a result of listings published in its directories.

DIRECTORY PUBLICATION AND USE

7.1 DIRECTORY LISTINGS (Cont'd)

7.1.6 Rates and Charges

B. Service Charges

1. See Section 5 of this Price List for applicable Service Charges. A Secondary Service Order Charge applies for additions or changes in directory listings. For all orders to establish or change non-published numbers a service order and Central Office Line Connection Charge applies.
2. When directory listings are ordered at the same time as the initial installation of local access line service no additional Service Charges will be applied for the directory listing(s).

7.2 PROVISION AND OWNERSHIP OF DIRECTORIES

- A. One copy of local directories shall be distributed per access line, without charge. Additional directories including replacement of mutilated or destroyed directories will be furnished at the discretion of the Company at a reasonable rate.
- B. Telephone directories shall be issued approximately every twelve (12) months. The Company issues directories to assist in furnishing prompt and efficient service. The Company does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings.
- C. If a customer's number is incorrectly listed in the directory, and if the incorrect number is a working number, and if the customer to whom the incorrect number is assigned requests, the number shall be changed at no charge. If the incorrect number is not a working number but is a usable number, the customer's number shall be changed to the listed number at no charge, if requested.

MISCELLANEOUS SERVICE ARRANGEMENTS

TABLE OF CONTENTS

	<u>Page</u>
8.1 <u>CUSTOM CALLING SERVICES</u>	2
8.1.1 General	
8.1.2 Rates and Pricing	
8.2 <u>LOCAL DIRECTORY ASSISTANCE</u>	4
8.2.1 General	
8.2.2 Rates and Charges	
8.3 <u>TOLL RESTRICTION SERVICES</u>	5
8.3.1 General	
8.3.2 Rates and Charges	
8.4 <u>LOCAL OPERATOR SERVICES</u>	6
8.4.1 Operator Assisted Charges	
8.5 <u>VOICE MAIL SERVICE</u>	8
8.5.1 General	
8.5.2 Rates	
8.6 <u>RESIDENTIAL SMART CHOICE PACKAGE</u>	8
8.6.1 General	
8.6.2 Rates	
8.7 <u>ENHANCED BUSINESS FEATURES</u>	9
8.7.1 General	
8.7.2 Rates	
8.8 <u>CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)</u>	10
8.8.1 General	
8.8.2 Rates and Charges	
8.9 <u>LINE MAINTENANCE PLAN</u>	14
8.11.1 General	
8.11.2 Rates and Charges	
8.10 <u>ABBREVIATED DIALING</u>	14
8.12.1 711 Dialing Code for Telephone Relay Service (TRS)	

MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 CUSTOM CALLING SERVICES

8.1.1 General

A. Description of Features

1. Call Forwarding

Call Forwarding enables a station user to divert all incoming calls to another directory number. Call Forwarding is activated by first dialing a code, then the telephone number to which calls are transferred. Activation, deactivation and the forward-to destination are controlled by the station user. While in the active state, a reminder tone is generated to the line with the Call Forwarding Service as each call is transferred. Calls may be transferred to a location outside of the Company's local calling area so long as the transferred to number does not exceed 16 digits in length. In such event, the transferred to number will incur long-distance charges.

2. 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. The station user may answer the waiting call by hanging up or hitting the switch hook.

3. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call Waiting by dialing an access code. Cancel Call Waiting may be ordered along with Call Waiting for no extra charge.

4. Call Forwarding – Remote Access

Call Forwarding – Remote Access allows subscribers to activate their call forwarding feature from locations other than their base telephone to make forwarding changes.

5. Three-Way Calling

Three-Way Calling allows a station user to add a third party to the existing call, enabling a simultaneous conference between parties at multiple locations. If multiple parties of the conversation subscribe to this service, each may establish an additional line, to a maximum of six lines.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.1 CUSTOM CALLING SERVICES (Cont'd)

8.1.1 General (Cont'd)

A. Description of Features (Cont'd)

6. Speed Calling

Speed Calling enables a station user to call a list of up to eight (8) preselected directory numbers by dialing one-digit codes instead of the directory numbers.

7. Rotary Hunting Service

Rotary Hunting Service is 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.

8.1.2 Rates and Pricing

See Section 11 for Rates.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.2 LOCAL DIRECTORY ASSISTANCE

8.2.1 General

- A. Local 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 of Alabama as having the authority to certify the existence of such handicaps.
- C. Charges for directory assistance are not applicable to calls placed from public or semi-public pay stations, or from hospitals and hotel guest room.
- D. No credit will be given for requested listings that are nonpublished or nonlisted. No credit will be given for requested listings that are not found in the Company's directory assistance records.

8.2.2 Rates and Charges

- A. Rates
See Section 11.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 TOLL RESTRICTION SERVICE

8.3.1 General

- A. Toll Restriction Service is an optional service that prevents the origination of unauthorized long-distance 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.
- E. This service will not block all long-distance calls a customer might make or receive, such as collect calls and/or long distance calls placed by dialing digits other than "1" (i.e., 976, if available).
- F. The customer accepts full responsibility for denial of access to the network in the event the customer attempts to make a long-distance call.
- 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 service is available only where facilities permit.

8.3.2 Rates and Charges

- A. The following rates and charges apply in addition to the established rates and charges for each access line with which these features are associated.

Monthly Rate

Per access line:

Toll Restriction allow local & 800

See Section 11.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.3 TOLL RESTRICTION SERVICE (Cont'd)

8.3.2 Rates and Charges (Cont'd)

B. Service Charges

1. If Toll Restriction Service is ordered at the time of initial installation of local service no additional Service Order Charge will be applied for installation of Toll Restriction Service.

8.4 OPERATOR ASSISTED LOCAL CALLS

8.4.1 Operator Assisted Charges

- A. All types of Local Exchange Service have local calling areas as specified in Section 6 of this Price List 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.
- B. 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 applicable.
- C. The following Service Charges for operator assisted local calls apply in addition to the local dial rate applicable.
 1. Station-to-Station customer dialed credit card call
 - a. Each call **Nonrecurring Charge**
See Section 11
 2. Station-to-Station operator assisted sent-paid, collect, third number, and non-customer-dialed credit card calls
 - a. Each call **Nonrecurring Charge**
See Section 11
 3. Station-to-Station operator assisted call
 - a. Each call **Nonrecurring Charge**
See Section 11
 4. Person-to-person operator assisted call
 - a. Each call **Nonrecurring Charge**
See Section 11

MISCELLANEOUS SERVICE ARRANGEMENTS

8.4 OPERATOR ASSISTED LOCAL CALLS (Cont'd)

8.4.1 Operator Assisted Charges (Cont'd)

- D. Service Charges do not apply for the following Operator Assisted Local Calls:
1. Calls to designated Company numbers for official telephone business;
 2. Emergency calls to recognizable authorized civil agencies; or
 3. Those cases where an operator provides assistance to:
 - a. Re-establish a call which has been interrupted after the calling number has been reached;
 - b. Reach the calling telephone number where Company-provided facility problems prevent customer dial completion; or
 - c. 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.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.5 VOICE MAIL SERVICE

8.5.1 General

Knology's voice mail service provides telephone answering and messaging for subscribers. These services allow a call to be answered when the called party is on the telephone or when the called party is unavailable. The messages are stored so that the subscriber can retrieve them from any touch-tone telephone. The primary classes of service available will differ by feature, function, class of service and length of contract. Messages may be altered or destroyed during collection or distribution of the customer's message(s) due to faults or defects in company equipment. The company shall not be liable, directly or indirectly, for damages unless caused by the willful misconduct of the company. See Section 11 for further details on voice-mail services currently offered.

8.5.2 Rates

See Section 11 for Rates.

8.6 RESIDENTIAL SMART CHOICE PACKAGE

8.6.1 General

Residential Smart Choice service provides the features specified following. A residential subscriber may select an unlimited number of compatible services or features from the list below. All rules, regulations and limitations specified in this Price List apply to the respective services/features requested as part of this service. Residential features included in Smart Choice are:

1. Voice Mail
2. Call Waiting Display
3. Call Forwarding
4. Three-way Calling
5. Speed Calling
6. Anonymous Call Rejection
7. Selective Call Acceptance
8. Automatic Recall
9. Automatic Call Back
10. Selective Call Forwarding
11. Selective Call Rejection
12. Caller ID Name and Number
13. Call Forward – Remote Access
14. Intelli-Ring
15. Call Forward-Busy Line
16. Call Forward- Don't Answer

8.6.2 Rates

See Section 11 for Rates.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.7 ENHANCED BUSINESS FEATURES

8.7.1 General

A. Description of Features

1. Call Transfer

Call Transfer allows the user to transfer a call to another telephone number. This feature can be used to transfer calls within the same office or can be used to transfer calls between separate locations.

2. Call Pick-Up

Call Pick-Up allows a user to answer incoming calls ringing to another phone. This feature enables better response to your clients and allows easy sharing of answering responsibilities.

3. Hold/Consultation

Hold/Consultation allows the user to place a call on hold and/or place a second call while the first call is on hold. This feature enables the user to speak with two parties privately across the same telephone line and enables hold capabilities if the phone set does not have a "hold" button.

4. Six Way Conference

Six Way Conference allows a user to conference up to five additional callers on the line.

5. Intercom Dialing

Intercom Dialing allows a user to call another user or group of users without having to dial the individual telephone number.

6. Authorization Codes

Authorization Codes prevent unauthorized use of the telephone for long distance calling by requiring a four-digit PIN to complete the code.

8.7.2 Rates

See Section 11 for Rates.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS)

8.8.1 General

A. Custom Local Area Signaling Services (CLASS) are enhanced services associated with Signal System Seven (SS7). CLASS is furnished only in connection with individual line service exclusive of semi-public telephone service and business line service on which the Customer Premise Equipment (CPE) is a coin operated instrument.

B. Description of Features

1. Anonymous Call Rejection

Anonymous Call Rejection allows a customer with Calling Number Delivery to block any incoming call which does not come through with an identifiable name or number

2. Automatic Call Back

Automatic Call Back is an ongoing call management feature which will enable the subscriber to have the system redial the last number called from his/her station. This will apply regardless of whether the original call was answered, unanswered, or encountered a busy tone. The system will monitor the calling and called lines and will attempt to connect the call for up to thirty (30) minutes. The activation of this feature can be canceled by the customer when desired

3. Automatic Recall

Automatic Recall is an incoming call management feature which will enable a subscriber to have a call setup performed automatically to the calling party of the last incoming call. This will apply whether the incoming call was answered, unanswered, or encountered a busy tone. This feature is available with level one or level two activation. At level two, the subscriber can receive an announcement stating the Directory Number of the last incoming call before the call set-up is completed. This will allow the subscriber to decide if he/she wishes to proceed with the call or to drop the request.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

8.8.1 General (Cont'd)

B. Description of Features

4. Calling Number Delivery (Caller ID)

Calling Number Delivery (Caller ID) will enable the subscriber to receive the time, the date and the calling number on an incoming call. The number will be delivered to the called party's Customer Premise Equipment (CPE) in the interval between the first and second ring. The calling number will remain for the duration of the call and can be viewed from the display of the CPE.

5. Calling Name and Number Delivery

Calling Name and Number Delivery will enable the subscriber to receive the name of the caller, the time, the date and the calling number on an incoming call. The number will be delivered to the called party's Customer Premise Equipment (CPE) in the interval between the first and second ring. The displayed name is the name associated with the calling party number.

6. Calling Number Delivery Blocking

Calling Number Delivery Blocking will allow the calling party to suppress a Directory Number such that the called party with Calling Number Delivery does not receive the information. The called party will receive a "private" message instead of the calling party's DN.

To activate this feature, there must be a two (2) digit code for touch tone, and four (4) digit for rotary dialed prior to placing a call. Calling Number Delivery Blocking on a per line basis is also available. This feature blocks Calling Number Delivery on all calls without the necessity of dialing a code with each call.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

8.8.1 General (Cont'd)

B. Description of Features (Cont'd)

7. Call Waiting Display

When combined with Caller ID, this feature will enable the subscriber to see the identification of the call waiting caller.

8. Distinctive Ringing

Distinctive Ringing is an incoming call management feature which will allow the subscriber to define Directory Numbers that will provide the subscriber with special incoming call treatment. Any incoming calls on this list will be indicated by a distinctive ringing pattern or a distinctive Call Waiting tone, if applicable. Terminating calls from telephone numbers which are not on the list, or which cannot be identified, will be given standard treatment.

9. Selective Call Acceptance

Selective Call Acceptance will allow subscribers to define a list of calling Directory Numbers that will be accepted. Any calling numbers not on that list will be routed to announcements and rejected. The calling party not on the acceptance list will receive an announcement stating that the call is not presently being accepted by the called party. Subscribers can review and change the list of accepted Directory Numbers as desired.

10. Selective Call Forwarding

Selective Call Forwarding will allow the subscriber to have certain terminating calls forwarded to a designated remote station. The activity will occur whenever a call is received from a telephone number which has been indicated on a list of numbers, referred to as the Selective Call Forwarding screening list. Terminating calls from telephone numbers which cannot be identified or have not been indicated on the list will be given standard terminating treatment.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

8.8.1 **General** (Cont'd)

B. Description of Features (Cont'd)

11. Selective Call Rejection

Selective Call Rejection will allow the subscriber to define a list of, at a maximum of six (6), Directory Numbers to be screened. Any calling numbers on this list will be routed to announcements and rejected. All other calls will be treated normally. The calling party on the rejection list will receive an announcement stating the call is not presently being accepted by the called party.

12. Intelli-Ring

Intelli-ring service will allow a Customer to have up to two telephone numbers with a single line. Customers subscribing to this service will be able to receive a call dialed to two separate telephone numbers without having a second line. A distinctive ringing pattern will be provided for each of the additional telephone numbers to facilitate identification of incoming calls. A distinctive call waiting tone for each additional telephone number will be provided, where facilities permit, to customers subscribing to call waiting service.

13. Call Forward – Busy Line

This feature provides for calls terminating to a subscriber's busy telephone number to be forwarded to another telephone number on a premises other than the provisioned premises. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order.

14. Call Forward – Don't Answer

This feature provides for calls terminating to a subscriber's idle telephone number to be forwarded, after a customer preselected interval, to another telephone number. The customer selected forward-to telephone number is preprogrammed at the time service is established and can only be changed via service order

15. Simultaneous Ring

This feature allows a telephone line to be programmed to ring in 4 separate locations simultaneously. The 4 lines do not need to be provided by the Company but do need to be within the local calling area of the line being programmed. The local calling areas are described in Section 6.1.3 of this Price List.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.8 CUSTOM LOCAL AREA SIGNALING SERVICES (CLASS) (Cont'd)

8.8.2 Rates and Charges - See Section 11 for Rates

8.9 LINE MAINTENANCE PLAN

8.9.1 General

The line maintenance plan covers the wiring inside a customer's premises. Inside wiring is all telecommunications wire and associated material that is located on the customer's side of the network interface, on the same premises. When a customer with this plan has trouble with their inside wiring, the Company will make the necessary repairs without charging the fees outlined in Section 5.5 of this Price List.

8.9.2 Rates and Charges

See Section 11 for Rates and Charges.

8.10 ABBREVIATED DIALING

8.10.1 711 Dialing Code for Telephone Relay Service (TRS)

- A. 711 Dialing Code ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay service entities as a toll free call. Pursuit to order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105 assigned 711 dialing code for nationwide access to TRS entities, to be implemented not later than October 1, 2001.
- B. 711 is available from Knology in Knology of Alabama Territory only.
- C. This service is subject to availability of the 711 dialing code.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.10 ABBREVIATED DIALING (Cont'd)

8.10.1 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

- D. 711 can be delivered via regular exchange lines (by individual business lines, PBX, etc.)
- E. Limitations and use of service as stated in Section 4 of this Price List.
- F. Directory Listings may be provided for 711 at no charge.
- G. Access to 711 is not available to the following classes of service:
 - Hotel/Motel/Hospital Service (toll call only)
 - 1+
 - 0+, 0- (Credit Card, Third Party Billing, Collect Calls)
 - Inmate Service
 - Cellular – Type 2
 - In addition, operator assisted calls to 711 will not be completed
- H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.
- I. An “affiliate” of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the TRS entity. The term “control” (including the terms “controlling, “controlled by”, and “under common control with”) means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

Service Requirements and Conditions

- A. Requests for 711 Dialing Code must be submitted in writing to the Alabama Public Service Commission, for the assignment of the 711 Code, as specified per the Alabama Public Service Commission Docket
- B. The Company will provision the TRS entity’s request within a reasonable time, give the complexity of the order.

MISCELLANEOUS SERVICE ARRANGEMENTS

8.10 ABBREVIATED DIALING (Cont'd)

8.10.1 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

- C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulating entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the telephone relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate rates for the establishment of the new access arrangement.
- D. Only one 10-digit toll free number may be used as the lead number per basic calling area.
- E. The 711 Dialing Code is provided where facilities permit.
- F. TRS entity should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach telephone relay services provided by dialing 711.
- G. TRS entity should work separately with competitive local exchange companies to ascertain their end user customers will be able to reach telephone relay services provided by dialing 711.
- H. 711 Dialing Code will be provided under the following conditions:
 - 1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.
 - 2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgement of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

MISCELLANEOUS SERVICE ARRANGEMENTS

8.10 ABBREVIATED DIALING (Cont'd)

8.10.1 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.
 4. The TRS entity is responsible for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.
 5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.
 6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is un-willing to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
- I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply:
1. The TRS entity will provide announcements. The Company will provide only the delivery of the call.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

MISCELLANEOUS SERVICE ARRANGEMENTS

8.10 ABBREVIATED DIALING (Cont'd)

8.10.1 711 Dialing Code for Telephone Relay Service (TRS) (Cont'd)

I. (Cont'd)

2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.
3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.
4. The TRS entity assumes, according to other specific rates and charges under this Price List, all financial responsibility for all facilities required, to connect the recorder-announcement equipment located on the TRS entity's premises.

J. The Company may take all legal and practical steps to disassociate itself from the TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omissions or failure of performance by the Company, or its employees, or agents, in connection with this Price List. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

TABLE OF CONTENTS

	<u>Page</u>
9.1 <u>SPECIAL CHARGES FOR TEMPORARY, SPECULATIVE, OR UNUSUAL CONSTRUCTION</u>	2
9.1.1 General	
9.1.2 Application of Special Charges	
9.2 <u>SPECIAL CONSTRUCTION</u>	3
9.2.1 Private Property	
9.2.3 Underground Service Connections	
9.3 <u>SPECIAL SERVICE ARRANGEMENTS</u>	5
9.3.1 General	
9.3.2 Computation of Rates and Charges	

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

9.1 SPECIAL CHARGES FOR TEMPORARY, SPECULATIVE OR UNUSUAL CONSTRUCTION

9.1.1 General

- A. Facilities of the Company may, at the Company's discretion, be extended in accordance with the provisions of this Section. Special Charges may be applied in addition to the Usual Service Connection Charges and monthly rates. Special Charges apply primarily when unusual investment or expense will be incurred by the Company, such as when:
 - 1. Conditions require, or the customer requests, the provision of special equipment, unusual or non-standard methods of plant construction, installation or maintenance, or a move of Company facilities;
 - 2. The customer's location requires the use of costly private right-of-way; or
 - 3. The proposed service is of a temporary nature and the plant to be used for such service would not all be of value to the Company in the general conduct of its business upon discontinuance of that service.
- B. The Company will retain title to all plant constructed, as specified within this Price List, whether provided wholly or partially at a customer's expense.
- C. The customer is required to pay all Construction Charges made by another Telephone Company providing facilities connecting with the facilities of the Company.
- D. Applicants may be required to make nonrefundable advance payments to cover all or a portion of the excess Construction Charges for Exchange Service or Special Service Arrangements when in the opinion of the Company there is evidence of credit risk. A cash deposit may also be required as discussed under Section 4 of this Price List.
- E. When attachments are made to poles of other companies, instead of providing construction for which the customer would be charged under the provisions of this Section, the customer shall pay the Company's cost for such attachments.
- F. Line extensions and special service arrangements are further subject to the regulations specified in this Price List.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

9.1 SPECIAL CHARGES FOR TEMPORARY, SPECULATIVE OR UNUSUAL CONSTRUCTION (Cont'd)

9.1.2 Application of Special Charges

- A. Temporary Construction - The customer shall be charged the estimated cost of construction and removal of the plant which would not be of value to the Company, less the estimated net recovery value of the material used. The Company may require the customer to pay the cost of construction plus the cost of removal, less salvage, for temporary construction performed in advance of permanent construction or to provide temporary service.
- B. Power Requirements for Radio Service - At the Company's discretion, Radio Service may be used to provide the customer's telephone service. If telephone service will be provided by radio equipment, the customer will be responsible for ensuring that AC power is available to the Company for connection at the primary service location. The customer will be responsible for any and all Installation and Monthly Charges incurred for the provision of such power.

If natural or man-made obstructions, in or around the primary service location, would prevent or interfere with the accurate reception and operation of the radio equipment, the Company will pay for the construction of additional power facilities to a suitable alternate radio location. The Company will be responsible for reasonable construction costs; however, the customer will be responsible for upkeep and payment of any Monthly Power Charges incurred at the primary residence and alternate power locations.

9.2 SPECIAL CONSTRUCTION

9.2.1 Private Property

- A. An average amount of entrance and distribution facilities will be furnished by the Company provided the facilities are of the standard type normally furnished for the particular location or kind of service.
- B. The applicant may be required to pay the costs over and above those applicable for a normal installation:

If additional entrance or distribution facilities are required; if the conditions are such as to require special facilities, maintenance or methods of construction; if the installation is for a temporary or semi-permanent purpose; or if for any other reason the construction costs are excessive as compared with the revenue to be derived.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

9.2 SPECIAL CONSTRUCTION (Cont'd)

9.2.1 Private Property (Cont'd)

- C. The customer will provide the Company upon request and without charge written permission for the placing of the Company's facilities on the property.

9.2.2 Underground Service Connections

- A. When customers request underground service connections instead of aerial drop wires which would ordinarily be used to reach the customer's premises, or when aerial facilities are used to provide service or channels to a customer and the customer subsequently requests that such facilities be placed underground, the following regulations apply:
1. Where cable is to be placed in conduit, the underground conduit shall be constructed and maintained by or at the expense of the customer. The underground conduit shall be constructed in accordance with plans and specifications furnished by the Company;
 2. The duct or ducts required in the underground conduit by the Company to furnish service shall be reserved for its exclusive use;
 3. Where cable is laid in a trench at the customer's request, the trench shall be constructed and back filled under the Company's supervision and by or at the customer's expense;
 4. Cable installed in conduit will be maintained and replaced at the expense of the Company where the conduit has been inspected in place by the Company and approved, but repairs or replacements of cable in the conduit or trench made necessary by damage caused by the customer or his representatives will be made only at the customer's expense;
 5. Where facilities are changed from aerial to buried or underground, in addition to the above, the customer is charged the cost of dismantling and removing the aerial facilities;
 6. Except as otherwise provided herein, the regulations in this Price List contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay additional costs involved where a different type of construction than that proposed by the Company is desired; and

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

9.2 SPECIAL CONSTRUCTION (Cont'd)

9.2.2 Underground Service Connections (Cont'd)

A. (Cont'd)

7. When a special type of construction other than those covered preceding is desired by the customer or when the individual requirements of a particular situation make the construction unusually expensive, the customer is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the customer except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Company.

9.3 SPECIAL SERVICE ARRANGEMENTS

9.3.1 General

- A. If the requirements of customers cannot be met with the regularly offered service arrangements, Special Service Arrangements may be furnished by the Company, where practical, at charges equivalent to the estimated cost of such equipment and arrangements provided it is not detrimental to any of the services furnished under the Company's Price List.

9.3.2 Computation of Rates and Charges

- A. Rates for Special Service Arrangements are equivalent to the estimated costs of furnishing the Special Service Arrangement.
- B. Estimated cost consists of an estimate of the total cost to the Company in providing the Special Service Arrangement including:
 1. Cost of maintenance;
 2. Cost of operation;
 3. Depreciation on the estimated installed cost of any facilities used to provide the Special Service Arrangement based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
 4. General administration expenses, including taxes on the basis of average charges for these items;

CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

9.3 SPECIAL SERVICE ARRANGEMENTS

9.3.2 Computation of Rates and Charges (Cont'd)

- B. (Cont'd)
5. Any other item of expense associated with the particular Special Service Arrangement; and
 6. An amount, computed on the estimated cost installed of the facilities used to provide the Special Service Arrangement, for return on investment.
- C. Estimated installed cost mentioned above includes cost of equipment and materials provided or used plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights-of-way, and other items which are chargeable to the capital accounts.
- D. Special Service Arrangement rates are subject to review and revision conditioned upon changing costs.
- E. At such time as a Special Service Arrangement becomes a retail offering, the rate or rates will apply from the date on which the arrangement is provided under retail terms and conditions and at retail rates.
- F. The following rate treatments may be used in connection with charges for Special Service Arrangements.
1. Monthly rental and termination agreement with or without an Installation Charge.
 2. Monthly rental with or without an Installation Charge.
 3. Installation Charge only.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

TABLE OF CONTENTS

	<u>Page</u>
10.1	<u>CONNECTIONS ON CUSTOMER PREMISES</u>.....2
10.1.1	General
10.1.2	Responsibility of the Company
10.1.3	Liability of the Company
10.1.4	Responsibility of the Customer
10.1.5	Connection at Hazardous or Inaccessible Locations
10.1.6	Connections of Registered Equipment
10.2	<u>RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS</u>.....7
10.2.1	General
10.3	<u>SERVICE CHARGES</u>8
10.3.1	Maintenance Service Charge
10.3.2	Failure of Acceptance Tests
10.3.3	Line Conditioning or Treatment
10.3.4	Damages to Facilities

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES

10.1.1 General

Terminal equipment, inside wiring and/or communications systems may be connected at the customer's premises to facilities furnished by the Company for telecommunications services, subject to the conditions and rates set forth in this Section and as otherwise provided in this Price List.

10.1.2 Responsibility of the Company

- A. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment, inside wiring or communications system. Telecommunications services are not represented as adapted to the use of all types of terminal equipment or communications systems. Where terminal equipment or communication systems are used with telecommunications services, the responsibility of the Company shall be limited to the furnishing of service components suitable for telecommunications services and to the design, maintenance and operation of service components in a manner proper for such service. Subject to this responsibility, the Company shall not be responsible for (1) the through transmission of signals generated by the terminal equipment or communications systems or for the quality of, or defects in, such transmission, (2) the reception of signals by terminal equipment or communications systems, or (3) address signaling where such signaling is performed by signaling equipment.
- B. At the customer's request the Company will provide information concerning interface parameters, including the number of ringers which may be connected to a particular telephone line, needed to permit terminal equipment to operate in a manner compatible with telecommunications services.
- C. The Company may make changes in its telecommunications service, equipment, operations or procedures, where such action is not inconsistent with Part 68 of the FCC rules. If such changes can be reasonably expected to render any customer's terminal equipment incompatible with telecommunications service, require modification or alteration of such premises equipment, or otherwise materially affect its use or performance, the customer will be given adequate notice at least thirty (30) days in advance, in writing, to allow the customer an opportunity to maintain uninterrupted service.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.2 Responsibility of the Company (Cont'd)

- D. The Company shall not be responsible to the customer if such changes, which are not inconsistent with Part 68 of the FCC Rules and Regulations, renders the customer-provided terminal equipment, protective circuitry, or communications systems obsolete or require modification or alteration of such equipment.

10.1.3 Liability of the Company

- A. The Company will not be responsible for any loss, damage or any impairment or failure of service arising from, or in connection with, the use of terminal equipment.
- B. The Company will not be liable for damages arising out of injuries to persons or property caused by the customer-provided terminal equipment from voltages or currents transmitted over the facilities of the Company.

10.1.4 Responsibility of the Customer

- A. Upon request of the Company, the customer shall give proper notice of intention to the Company when connection of terminal equipment or protective circuitry is made. The customer also shall provide to the Company the line(s) to which such connection is to be made, the FCC Registration Number and the Ringer Equivalence of the registered terminal equipment or registered protective circuitry, so as to comply with the FCC Rules and Regulations.
- B. The operating characteristics of customer-provided terminal equipment, inside wiring or communications systems shall be such as to not interfere with any of the services offered by the Company, and shall conform to the network protection criteria set forth in this Section. In addition, terminal equipment and facilities shall be operated within the limits set forth below:
1. The safety of Company employees or the public cannot be endangered.
 2. Operation of the equipment and facilities cannot damage, require change in, or alteration of, the equipment or other facilities of the Company.
 3. No interference with the proper functioning of Company equipment or facilities.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.4 Responsibility of the Customer

B. (Cont'd)

4. The operation of the equipment and facilities cannot impair the operation of the Company's facilities or otherwise injure the public in its use of the Company's services.
- C. Upon suitable notification to the customer, the Company may make such tests and inspections as may be necessary to determine that the above requirements are being fulfilled in connection with the installation, operation and maintenance of customer-owned facilities or equipment. The Company may interrupt the connection if at any time such action should become necessary in order to protect any of its services because of departure from these requirements.
- D. Upon notice from the Company that the terminal equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference, and shall confirm in writing to the Company within ten (10) days following receipt of notice from the Company that such changes have been made. When immediate action is required to protect the Company's facilities from hazards caused by terminal equipment, the Company may immediately take such action as is necessary without prior notice to the customer. As soon as possible after such action is taken, the Company will inform the customer of the nature of the hazard and the type of remedial action taken. Failure of the customer to remove the hazard or make remedial changes in the terminal equipment or to give the required written confirmation to the Company shall result in suspension of the customer's service until such time as the customer complies with the provisions of this Price List.
- E. The customer indemnifies and saves the Company harmless against claims for infringements of patents arising from combining terminal equipment used in connections with facilities of the Company.

10.1.5 Connection at Hazardous or Inaccessible Locations

Terminal equipment and facilities which serve a location which the Company considers impractical to serve because of hazard or inaccessibility may be used or connected with facilities of the Company for telecommunications service through connecting equipment furnished by the Company.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment

A. Registered Terminal Equipment, Registered Protective Circuitry and Registered Communications Systems

Registered terminal equipment, protective circuitry, and communications systems may be directly connected at the customer's premises to the telecommunications network, subject to Part 68 of the FCC Rules, and the provisions of this Price List.

1. All combinations of registered equipment and associated non-registered terminal equipment (including but not limited to wiring) shall be installed, operated and maintained so that the requirements of Part 68 of the FCC Rules are continually satisfied. The Company may discontinue service or impose other remedies as provided for in Part 68 for failure to comply with these provisions.

B. Premises Wiring Associated With Registered Communications Systems

2. Protected premises wiring requiring acceptance testing for imbalance is premises wiring which is electrically behind registered equipment, system components or circuitry which assure that electrical contact between the wiring and commercial power wiring will not result in hazardous voltages to the Company's facilities.
3. Unprotected premises wiring is all other premises wiring.
 - a. Customers who intend to connect premises wiring other than fully-protected premises wiring to the telephone network shall give advance notice to the Company and comply with the procedures specified in Part 68 of the FCC Rules, or as otherwise authorized by the FCC.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.1 CONNECTION ON CUSTOMER PREMISES (Cont'd)

10.1.6 Connections of Registered Equipment (Cont'd)

4. The Company may invoke extraordinary procedures as specified in Part 68 of the FCC Rules where one or more of the following conditions are present:
 - a. Information provided in the installation supervisor's affidavit gives reason to believe that a violation of Part 68 is likely.
 - b. A failure has occurred during acceptance testing for imbalance; or
 - c. Harm has occurred and there is reason to believe that this harm was a result of wiring operations performed under Part 68.
5. In addition, the Company may monitor or participate in acceptance testing for imbalance, or may inspect other than fully-protected premises wiring installations as set forth in Part 68 of the FCC Rules.

C. Connections Involving National Defense and Security

In certain cases, Part 68 of the FCC Rules permits the connection of unregistered terminal equipment or communications systems to the telecommunications network, provided that the Secretary of Defense, the head of any other governmental department (having requisite FCC approval), or their authorized representative certifies in writing to the Company that:

1. The connection is required in the interest of national defense and security;
2. The equipment to be connected either complies with the technical requirements of Part 68 or will not cause harm to the telecommunications network or Company employees; and
3. The work is supervised by an installation supervisor who meets the qualifications stated in Part 68.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.2 RECORDING OF TWO-WAY TELEPHONE CONVERSATIONS

10.2.1 General

- A. Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, voice recording equipment may be directly, acoustically or inductively connected with telecommunications services as follows:
1. A distinctive recorder tone that is repeated at intervals of approximately fifteen (15) seconds is required when recording equipment is in use and is connected with services of the Company; or
 2. All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing, or be part of, and obtained at the start of the recording.
- B. The voice recording equipment shall be so arranged that, at the will of the user, it can be physically connected to and disconnected from the services of the Company or switched on and off.
- C. A broadcast licensee shall be exempt from the above recording requirements provided at least one of the following requirements is met:
- (a) The licensee informs each party to the call of its intent to broadcast the conversation;
 - (b) each party to the call is aware of the licensee's intent to broadcast the call; or
 - (c) such awareness of the licensee's intent to broadcast the call may be reasonably imputed to the party.
- D. The Federal Communications Commission has established exceptions to these requirements in cases of recording of: calls to and from emergency numbers (e.g., E911) involving health, safety, police, public utilities and road service; calls made by the U.S. Department of Defense Emergency Command Centers and U.S. Nuclear Regulatory Commission Operations Centers; calls made from patently unlawful purposes (such as bomb threats, kidnap ransom requests and obscene telephone calls); calls made by the U.S. Secret Service concerning Presidential security; and calls made by law enforcement or intelligence authorities acting under color of law.

CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

10.3 SERVICE CHARGES

10.3.1 Maintenance Service Charge

If a Company employee makes a repair visit to the customer's premises where it is determined that the service difficulty results from the terminal equipment, inside wiring or a communications system, the customer shall be responsible for payment of a Maintenance Service Charge.

10.3.2 Failure of Acceptance Tests

If the premises wiring of communications systems fails acceptance tests monitored by, or participated in by, the Company as provided in Section 68.215 of the FCC's code and/or if the wiring has caused harm to the network, the customer shall agree to pay the Company an amount based on the costs of activities performed by its employees.

10.3.3 Line Conditioning or Treatment

Should a customer's line require treatment or conditioning other than that which would normally be required to operate a local loop because of the connection of customer premises equipment or transmission of data, the customer will be required to bear the cost that exceeds normal engineering standards for local loops. The cost will be determined on an individual cost basis.

10.3.4 Damages to Facilities

Customers providing their own premises equipment shall reimburse the Company for the cost of damages or changes requested by the customer to facilities or equipment of the Company, caused by the negligence or willful act of the customer or resulting from improper use of Company facilities, or due to the malfunction of any facilities or equipment provided by other than the Company.

LOCAL EXCHANGE RATES AND CHARGES

11.1 RATES AND CHARGES

Rate Group One – Montgomery and Prattville, Alabama
Rate Group Two – Huntsville and Madison, Alabama

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

TABLE OF CONTENTS

	<u>Page</u>
12.1 <u>GENERAL</u>	2
12.2 <u>OPERATOR SERVICES</u>	13

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL

The term "Domestic Message Telecommunications Service" denotes the furnishing of station-to-station direct dial Intrastate switched network services to the Customer for the completion of long distance voice and dial up low speed data transmissions over voice grade channel from the Company's Points of Presence to domestic points as specified herein.

Classification and Description of Service

A. Service Points

1. The Company provides originating Service from domestic points in the United States to domestic points identified in this Price List.
2. The Company provides terminating Service from domestic points identified in this Price List to domestic points in the United States.

B. Measurements

1. Time-of-Day Rate Period

Time-of-Day Rate Periods are reflected in the rate found in Section 4, herein.

2. Availability of Service

The Service is available at the rates listed in Section 4, through subscription to any of the domestic message telecommunication service offerings available from the Company. Each of these offerings utilize the same rate schedules but have different rates and billing increments for each of the rate schedules.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

B. Measurements (Cont'd)

3. Holiday Rates

- (1) During the following officially recognized holidays, Evenings Rates will be applicable during all hours, except for hours when a lower rate (i.e., Night/Weekend) is applicable.

New Year's Day**	Labor Day
Memorial Day*	Thanksgiving Day
Independence Day**	Christmas Day**
Martin Luther King Day*	Columbus Day*
Presidents' Day*	Veterans' Day**

* Applies to Federally observed day only.

** When this holiday falls on a Sunday, the Holiday calling rate applies to calls placed on the following Monday. When this holiday falls on a Saturday, the Holiday calling rate applies to calls placed on the preceding Friday.

C. Timing of Calls

1. Unless otherwise indicated in this Price List, calls are timed by the Company in sixty (60) second increments. "Ring-busy" and "ring-no-answer" calls will not knowingly be charged to the Customer and if charged in error, will be credited by the Company to the Customer. Timing begins at the "starting event" and ends at the "terminating event," unless otherwise specified. Time between the starting event and the terminating event is the call duration. The minimum call duration for a completed call is sixty (60) seconds, unless otherwise specified.
2. The starting event occurs when the Company's terminal experiences an "Incoming Signaling Protocol Successful," i.e., upon the seizure of an inbound trunk.
3. The terminating event occurs when the Company's terminal receives a signal from the Local Exchange Carrier that either the calling party or the called party has hung up.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE**12.1 GENERAL** (Cont'd)

C. Timing of Calls (Cont'd)

4. There shall be no charge for unanswered calls. Upon receiving reasonable and adequate notice of billing from a Customer for any such call, the Company may issue a credit in an amount equal to the charge for the call. Calls which are in progress longer than one minute will be presumed to have been answered.
5. Domestic Message Telecommunications Service rates are quoted in terms of initial and additional minutes. The initial minute is the first minute or any fraction thereof after connection is made. The additional minute is each minute or any fraction thereof after the initial minute.
6. The time of day at the calling party rate center determines what Time-of-Day rate period applies.

D. Computation of Distance

1. All calls are rated on the basis of airline mileage locations of the caller and the called party, regardless of the call's routing.
2. Airline mileage is obtained by using the "V" and "H" coordinates assigned to each point. To determine the airlines distance between any two cities, the airline mileage is determined as follows:
 - a. Obtain the "V" and "H" coordinates for each city.
 - b. Obtain the difference between the "V" coordinates of each of the cities. Obtain the difference between the "H" coordinates.
 - c. Square each difference obtained in step 2, above.
 - d. Add the square of the "V" difference and the "H" difference obtained in step 3, above.
 - e. Divide the number obtained in step 4 by 10. Round to the next higher whole number if any fraction is obtained.
 - f. Obtain the square root of the whole number obtained in step 5 above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Issued: June 5, 2013**Effective: August 13, 2013**

Knology of Alabama, Inc. d/b/a Knology
or d/b/a *WOW! Internet, Cable and Phone*
1241 O.G. Skinner Drive
West Point, Georgia 31833

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE**12.1 GENERAL (Cont'd)****E. Method of Applying Rates**

1. Calls that begin in one rate period and terminate in another will be billed for the entire call duration at the rate applicable at the commencement of the call.
2. Unless specified otherwise in this Price List, the duration of each call for billing purposes will be rounded off to the nearest higher minute.

F. Promotional Discounts

The Company may from time to time offer promotional discounts. Such discounts will be for a specified period of time, will not exceed published rates, and will be offered to all qualifying Customers on a non-discriminatory basis, under any rules prescribed by the Commission.

G. Dialed Domestic Message Telecommunications Services

1. Dialed Domestic Message Telecommunications Services are measured use, full time services and are offered on a monthly basis, utilizing Intrastate communications facilities. When appropriate access arrangements exist, these switched services are available on a presubscription (Equal Access) basis. Otherwise, the Services require that a Customer access the Company's network via an alternative access code arrangement such as "900 XXXX" plus the Customer's security code, a toll-free "1 800" telephone number with the Customer's security code, or via "1 0 XXX" code with Customer security code.
2. Depending upon the service option chosen by the Customer, the charges for the use of such domestic Intrastate communications facilities may be based upon the time of day, the total minutes of use and/or the distance of each call.
3. All Customers shall be charged the rates identified in Section 12.1.J.2.a.(1) for Residential Customers and in Section 12.1.J.2.b.(1) for Business Customers.

Issued: June 5, 2013**Effective: August 13, 2013**

Knology of Alabama, Inc. d/b/a Knology
or d/b/a *WOW! Internet, Cable and Phone*
1241 O.G. Skinner Drive
West Point, Georgia 31833

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

H. Calling Card Services

Calling Card Service permits Customers which have arranged for a Company-issued calling card to make calling card calls throughout the domestic United States through the use of a specific "1 800" telephone number provided by the Company. The rates for this service are provided for in Section 12.1.J.2.a.(4), herein.

If fraud is suspected on a customer's calling card, the Company will attempt to contact the customer 3 times within 30 minutes. Calling Card Fraud is considered any activity on a calling card that is not typical of that cardholder usage or activity that indicates suspicious activity. If the customer does not respond within the 30-minute timeframe, the calling card will be suspended immediately.

1. If the customer is reached within the 30 minute timeframe and
 - a. does not acknowledge the calls that created the fraud concern, the card will be terminated immediately and a new card will be issued.
 - b. does acknowledge the calls as made with the customer's knowledge, the customer has the option of leaving the card active or terminating the card.
2. If the customer is not reached within the 30 minute timeframe, the card will remain suspended for five days. If the customer does not contact the Company, on the sixth day the card will be permanently terminated. If the customer contacts the Company within 5 days, the Company will inform the customer that the card was suspended due to possible fraud and inform the customer that contact was attempted. The fraud situation will be explained to the customer. If the customer
 - a. does not acknowledge the calls that created the fraud concern, the card will be terminated and a new card will be created.
 - b. acknowledges the calls as made with the customer's knowledge, the customer has the option of reactivating the card, or ordering a new one.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

H. Calling Card Services (Cont'd)

3. A card that has been terminated for fraud purposes may not be reactivated unless the customer contacts the Company within the above stated timeframe. If the customer needs a calling card, a new card with a new PIN number must be issued to the customer.
4. Lost/Stolen Cards
 - a. Customer is responsible for notifying the Company immediately upon the loss of a calling card or if it is stolen. If the card was stolen from the customer, the customer should contact the appropriate law enforcement agency.
 - b. The Company will immediately terminate the lost or stolen calling card upon notification in order to avoid any fraudulent calls on the card.
 - c. A lost or stolen calling card can not be reactivated at any time. If the customer needs a calling card, a new card with a new PIN number must be issued to the customer.

5. Customer Liability

Customer is liable for all calling card activity and charges generated from calling cards. The Company's calling card activity is monitored on a 24x7 basis. Any suspicious calling card activity will be followed up as stated in section 1 above. If a card is lost or stolen, it is the customer's responsibility to notify The Company immediately and then The Company will terminate the card to avoid fraudulent calls as stated above.

I. 800 Service

- a. 800 Service is a one-way inbound service originating on feature group facilities provided by the Company and terminating on a regular telephone line. The Customer is responsible for payment of all charges associated with such terminating calls rather than the calling party.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

J. Rates

2. Rate Schedules

a. Residential Direct Dial Service

(1) Usage Plan

Residential direct dial calls are timed by the Company in sixty (60) second increments. Rates are not mileage or time of day sensitive. Customers are billed on a minimum monthly commitment. Should the Customer not meet the monthly estimated usage, the Company and the Customer will determine whether this is the correct plan for the Customer. In any case, the Customer will not be billed the minimum usage should the estimated monthly billing be met.

Minimum Monthly Billing	Rate
\$0 - \$34.99	\$0.15/minute
\$35.00 +	\$0.10/minute

(2) Seven Cents Plan

Per minute	\$0.07/minute
Monthly recurring charge	\$4.95/month

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

J. Rates (Cont'd)

2. Rate Schedules (Cont'd)

a. Residential Direct Dial Service (Cont'd)

(3) Select-A-State Plan

The Customer designates one domestic state other than Alabama as their primary state. Charges for this program are as follows:

Per minute calls to primary domestic state	\$0.05/minute
Per minute calls to all other domestic states	\$0.09/minute
Monthly recurring charge	\$5.95/month

(4) Home State Plan

The Customer designates the state of Alabama as their primary state. Charges for this program are as follows:

Per minute calls terminating in Alabama	\$0.055/minute
Per minute calls to all other domestic states	\$0.09/minute
Monthly recurring charge	\$5.95/month

(5) Five Cents Plan

Per minute	\$0.05/minute
Monthly recurring charge	\$6.95/month

(6) Talk 300 Plan

Per minute (0-300 minutes/month)	No Charge
Per minute (over 300 minutes/month)	\$0.07/minute
Monthly recurring charge	\$14.95/month

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

J. Rates (Cont'd)

2. Rate Schedules (Cont'd)

b. Business Direct Dial Service

(1) Usage Plan

Rates are not mileage or time of day sensitive. Customers are billed on a minimum monthly commitment. Should the Customer not meet the monthly estimated usage, the Company and the Customer will determine whether this is the correct plan for the Customer. In any case, the Customer will not be billed the minimum usage should the estimated monthly billing be met.

Minimum Monthly

Billing	No Contract	1 year	2 years	3 years
\$0-\$49.99	\$0.15/min	\$0.093	\$0.085	\$0.070
\$50-\$199.99	\$0.109/min	\$0.093	\$0.085	\$0.070
\$200+	\$0.099/min	\$0.093	\$0.085	\$0.070

c. Operator-Assisted Service

Verification, each \$0.95

Interruption, each \$3.00

d. Calling Card Service

(1) Availability of Service

The Company issues the Knology of Alabama, Inc. Calling Card and also allows Customers to utilize the line-based Calling Cards of other local exchange carriers

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.1 GENERAL (Cont'd)

J. Rates (Cont'd)

2. Rate Schedules (Cont'd)

e. 800 Service

(1) Monthly Recurring Charge

In addition to the Usage Charge described in this Section, there shall be assessed a monthly charge per line for each 800 Service terminating line at the rates specified below:

Monthly Recurring Charge for Domestic 800 lines	\$3.00
--	--------

(2) Usage Charge

800 Service is available at the same usage sensitive (per-minute) rates as specified in Section 12.1.J.2.a.(1) for Residential and Section 12.1.J.2.b.(1) for Business Service.

3. Service Charges

Service Charges are found in Section 12.2.J.5 of this Price List.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES

A. General

The Company provides Intrastate Operator Services for telephone calls initiated from aggregator locations through contractual relationships with Intrastate service providers. This Section contains the regulations and rates applicable to Intrastate Operator Services, as defined herein, provided by the Company for telecommunications between points within the United States.

B. Applicability of this Section

1. This Section is filed for informational purposes only, pursuant to Section 226(h)(1) of the Communications Act of 1934, as amended.
2. The rates and regulations contained in this Section do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local exchange telephone company or other common carrier for use in accessing the services of the Company.

C. Use of Operator Services

1. The Company's Operator Services may be used for any lawful purpose consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of services.
2. The use of the Company's Operator Services to make calls which might reasonably be expected to frighten, abuse, torment, or harass another or in such a way as to unreasonably interfere with use by others is prohibited.
3. The use of the Company's Operator Services without payment for service or attempting to avoid payment for service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
4. The Company Operator Services are available for use twenty-four hours per day, seven days per week.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

D. Responsibilities of the Company

1. The Company shall identify itself, audibly and distinctly, to the Consumer at the beginning of each telephone call and a second time before the Consumer incurs any charge for the call.
2. The Company shall permit the Consumer to terminate the telephone call at no charge before the call is connected.
3. The Company shall disclose immediately to the Consumer, upon request and at no charge to the Consumer,
 - a. A quote of its rates or charges for the call;
 - b. The methods by which such rates or charges will be collected; and
 - c. The methods by which complaints concerning such rates, charges, or collection practices will be resolved.
4. The Company shall withhold payment (on a location-by-location basis) of any compensation, including commissions, to Aggregators if the Company reasonably believes that the Aggregator (i) is blocking access by means of "800" numbers to Intrastate common carriers in violation of Section 12.2.E.1.b.; or (ii) is blocking access to Equal Access codes in violation of rules the Federal Communications Commission may prescribe.

E. Responsibilities of Subscribers

1. The Subscriber shall:
 - a. Post on or near the telephone instrument, in plain view of Consumers:
 - (1) The name, address, and toll-free telephone number of the Provider of Operator Services;

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

E. Responsibilities of Subscribers (Cont'd)

1. (Cont'd)

a. (Cont'd)

(2) A written disclosure that the rates for all operator-assisted calls are available on request, and that Consumers have a right to obtain access to the Intrastate common carrier of their choice and may contact their preferred Intrastate common carriers for information on accessing that carrier's service using that telephone; and

(3) The name and address of the enforcement division of the Common Carrier Bureau of the Commission, to which the Consumer may direct complaints regarding Operator Services; and

b. Ensure that each of its telephones presubscribed to a Provider of Operator Services allows the Consumer to use "800" numbers and carrier access codes to obtain access to the Provider of Operator Services desired by the Consumer; and

c. Ensure that no charge by the Subscriber to the Consumer for using "800" numbers or carrier access codes, is greater than the amount the Subscriber charges for calls placed using the presubscribed Provider of Operator Services.

d. The requirements of Section 12.2.E.1.a. shall not apply to a Subscriber in any case in which State law or State regulation requires the Subscriber to take actions that are substantially the same as those required in Section 12.2.E.1.a.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

E. Responsibilities of Subscribers (Cont'd)

2. The Subscriber is responsible for placing any necessary orders, for complying with the rules and regulations found in this Price List, and for assuring that Consumers comply with these rules and regulations. The Subscriber shall ensure compliance with any applicable laws, regulations, orders or other requirements (as they exist from time to time) of any governmental entity relating to services provided or made available by the Subscriber to Consumers. The Subscriber is also responsible for the payment of charges for calls originated at the Subscriber's numbers which are not collect, third party, calling card, or credit cards calls.
3. The Subscriber is responsible for charges incurred for special construction and/or special facilities which the Subscriber requests and which are ordered by the Company on the Subscriber's behalf.
4. If required for the provision of the Company's services, the Subscriber must provide any equipment space, supporting structure, conduit and electrical power without charge to the Company.
5. The Subscriber is responsible for arranging access to its premises at times mutually agreeable to the Company when required for personnel to install, repair, maintain, program, inspect or remove equipment associated with the provision of the Company's services.
6. The Subscriber shall ensure that its terminal equipment and/or system is properly interfaced with the Company's facilities or services; that the signals emitted into the Company's network are of the proper mode, bandwidth, power and signal level for the intended use of the Subscriber and in compliance with the criteria set forth in Part 68 of the Rules of the Federal Communications Commission; and that the signals emitted do not damage equipment, injure personnel, or degrade service to other Subscribers.

If the Subscriber fails to maintain the equipment and/or the system properly, with resulting imminent harm to the Company's equipment, personnel, or the quality of service to other Subscribers, the Company may, upon written notice, require the use of protective equipment at the Subscriber's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notification, terminate the Subscriber's service.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

E. Responsibilities of Subscriber (Cont'd)

7. The Subscriber must pay the Company for replacement or repair of damage to the equipment or facilities of the Company caused by the negligence or the willful act of the Subscriber, Consumers, or others, by improper use of equipment provided by the Subscriber, Consumers, or others.
8. The Subscriber must pay for the loss through theft of any of the Company's equipment installed at Subscriber's premises.

F. Responsibilities of the Consumer

1. The Consumer is responsible for compliance with the applicable regulations set forth in this Section.
2. The Consumer is responsible for establishing its identity as often as necessary during the course of a call.
3. The Consumer is responsible for identifying the station, party, or person with whom communications is desired and/or made at the called number.
4. The Consumer is responsible for providing the Company with a valid method of billing for each call. The Company reserves the right to validate the credit worthiness of users through available credit card, calling card, called number, third party telephone number and room number verification procedures. Where a requested billing method cannot be validated, the user may be required to provide an acceptable alternate billing method or the Company may refuse to place the call.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

G. Cancellation or Interruption of Services

1. Without incurring liability, the Company may discontinue Operator Services to a Subscriber or to a particular Subscriber location, or may withhold the provision of ordered or contracted services under the following conditions:
 - a. After a five day written notice, for nonpayment of any regulated sum due the Company after issuance of the bill for the amount due;
 - b. For violation of any of the provisions of this Section;
 - c. For violation of any law, rule, regulation or policy of any governing authority having jurisdiction over the Company's services; or
 - d. By reason of any order or decision of a court, public service commission or Federal regulatory body or other government authority prohibiting the Company from furnishing its services.
2. Without incurring liability, the Company may interrupt the provision of services at any time in order to perform tests and inspections to assure compliance with the rules and regulations found in this Price List and the proper installation and operation of the Subscriber and the Company's equipment and facilities and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
3. Service may be discontinued by the Company, without notice to the Subscriber, by blocking traffic to certain countries, cities, or NXX exchanges, or by blocking calls using certain customer authorization codes, when the Company deems it necessary to take action to prevent unlawful use of its service. The Company may restore service as soon as it can be provided without undue risk.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

H. Billing Arrangements

1. Collect, Calling Card and Third Party Calls

Charges for calls of this type will be included on the Billed Party's regular hour business telephone bill pursuant to billing and collection agreements established by the Company or its intermediary with the applicable telephone company. The Company will not bill an interexchange telephone call to a billing card number which is issued by another Provider of Operator Services, and permits the identification of the other provider, unless the call is billed at a rate not greater than the other provider's rate for the call, the Consumer requests a special service that is not available from the other provider, or the Consumer expressly consents to a rate greater than the other provider's rate.

2. Credit Card Calls

Charges for credit card calls will be included on the Billed Party's regular monthly statement from the card-issuing company.

3. Room Charge Calls

When requested by the Consumer, and authorized by the Subscriber, the charges may be provided for inclusion on the hotel or motel bill of the Consumer. In such cases, the Company will provide a record of the call detail and charges to the hotel or motel for such billing purposes. The subscriber is solely responsible for the collection of room charges from its guests, and remains liable to the Company for all Room Charge calls regardless of whether such charges are in fact collected from the Consumer.

4. Unanswered Calls

The Company will not bill for unanswered calls in areas where Equal Access is available, nor will the Company knowingly bill for unanswered telephone calls where Equal Access is not available. In the event that an unanswered call is inadvertently billed due to the unavailability of Equal Access, the Company will cancel or refund all such charges upon request of the Billed Party. Any call for which the billed duration exceeds one minute shall be presumed to have been answered.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

H. Billing Arrangements (Cont'd)

5. Call Splashing

The Company will not engage in Call Splashing, unless the Consumer requests to be transferred to another Provider of Operator Services, the Consumer is informed prior to incurring any charges that the rates for the call may not reflect the rates from the actual originating location of the call, and the Consumer then consents to be transferred.

6. Billing Entity Conditions

When billing functions on behalf of the Company are performed by local exchange telephone companies, credit card companies or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charges. In case of any disputed charges which cannot be resolved by the billing company, the Billed Party may contact the Company directly. If there is still a disagreement about the disputed amount after investigation and review by the Carrier, the Billed Party may file an appropriate complaint with the Alabama Public Service Commission.

I. Description of Services

The Company offers Operator Services pursuant to this Price List. All Operator Services are offered for the purpose of completing Intrastate telephone calls to any ten-digit telephone number (area code plus seven-digit local number) in the United States.

1. Collect Calls

A call for which charges are billed, not to the originating telephone number, but to the destination or termination telephone number.

2. Third Party Calls

A call for which charges are billed, not to the originating telephone number, but to a third party telephone number which is neither the originating nor the terminating telephone number.

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

I. Description of Services (Cont'd)

3. Calling Card Calls

A call for which charges are billed, not to the originating telephone number, but to a telephone calling card issued either by a local exchange or long distance telephone company for this purpose.

4. Room Charge Calls

A call placed with the assistance of an operator, for which charges are collected by the Subscriber, normally a hotel or motel, from the guest or occupant of the room from which the call originated. A call of this type requires that the Company communicate the call detail and charges back to the originating Subscriber location following the completion of the call. This service is provided only where authorized by the Subscriber.

5. Person-to-Person Calls

A call which is placed under the stipulation that the caller will speak only to a specific called party. Such a call is not completed until either the specific party named by the caller is contacted, or the caller agrees to speak to a different party. Any of the types of calls described in Sections 12.2.I.1. to 4. above may optionally be placed on a person-to-person basis. The caller must arrange with the operator to make a person-to-person call; otherwise, all calls will be treated as station-to-station.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

J. Rates

This Section contains the Company's basic usage rates for telephone calls completed by means of its Operator Services. Other applicable charges are stated in Section 12.2.J.5.

1. Application of Rate Tables

The total charge for each completed operator assisted call consists of the following charge elements: (a) a measured usage charge dependent on the duration, distance and time of day of the call; (b) a fixed Operator Services charge, as set forth in Section 12.2.J.5., following, which will be dependent on the type of billing selected (i.e., calling card, third party or other) and/or the completion restriction selected (i.e., station-to-station or person-to-person); and (c) other charges as set forth in Section 12.2.K., following. The usage charge element is specified as a rate per minute which applies to each minute of call duration, with fractional minutes of use thereafter counted as one full minute.

2. Taxes

All Federal excise taxes, and state and local sales, use and similar taxes, are billed as separate line items and are not included in the quoted rates.

3. Timing of Calls

Billing for calls placed over the Company network is based in part on the duration of the call. Timing of each call begins as specified below, and ends when the called party hangs up.

- a. Collect Calls - Timing begins when the called party accepts the responsibility for payment.
- b. Person-to-person Calls (other than Collect) - Timing begins when the designated party comes on the line, or when the caller agrees to speak with a substitute party.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

J. Rates (Cont'd)

3. Timing of Calls (Cont'd)

- c. All other Calls - Timing begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection.

4. Calculation of Distance

All measured usage charges are based on the airline distance between rate centers associated with the originating and terminating points of the call, except as provided in Section 12.2.H.5. Airline distance is determined according to the V&H Coordinate table contained in AT&T's FCC Tariff No. 10 and incorporated herein by reference.

5. Rates and Charges

- (1) Collect, Third-party, Operator Station, Person-to-person and Customer Dialed Calling

Card classes of service calls will be available at the rates specified below:

The message usage charges will be \$ 0.25 per minute, for all times of day, regardless of distance.

12. INTRASTATE MESSAGE TELECOMMUNICATIONS SERVICE

12.2 OPERATOR SERVICES (Cont'd)

J. Rates (Cont'd)

5. Rates and Charges (Cont'd)

(2) Surcharges

(a) Operator Rates and Charges

Service Charges and Surcharges will apply at the rates specified below:

Station-to-Station

Dial Calling Card	\$ 1.20
Operator	\$ 2.25
Inmate calls originating from correctional Facilities (Automated)	\$ 1.20
Person-to-Person	\$ 4.90
Operator Dialed Surcharge	\$ 2.25
Partially Automated Surcharge	\$ 1.50

K. Commissions, Surcharges and Fees - Intrastate Operator Services

1. Commission

Charges for commissions will not be assessed to the consumer.

2. Surcharges

Surcharges will be assessed to the consumer as provided for herein.

3. Directory Assistance

Intrastate Directory Assistance calls obtained by dialing 411 or 1-NPA-555-1212 will be completed at the rates specified below:

Directory Assistance Service Charge	\$0.60
Directory Assistance Service Charge on Customer-Provided Public Telephone Service Calls	\$0.25

Issued: June 5, 2013

Effective: August 13, 2013

Knology of Alabama, Inc. d/b/a Knology
or d/b/a WOW! Internet, Cable and Phone
1241 O.G. Skinner Drive
West Point, Georgia 31833