

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO RESOLD LOCAL EXCHANGE SERVICES FURNISHED
BY
SANDHILLS TELECOMMUNICATION GROUP, INC.
WITHIN THE STATE OF FLORIDA**

ISSUED: JUNE 12, 2000

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CHECK SHEET

SHEET

REVISION NUMBER

1	1 st Revised
2	2nd Revised
3	Original
4	Original
5	1 st Revised
6	Original
7	1 st Revised
8	Original
9	Original
10	Original
11	Original
12	1 st Revised
13	Original
14	Original
15	Original
16	Original
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21	Original
22	Original
23	Original
24	1 st Revision
25	1 st Revision
26	1 st Revision
27	1 st Revision
28	1 st Revision
29	1 st Revision
30	1 st Revision
31	1 st Revision
32	1 st Revision
33	New
34	New
35	New

ISSUED: August 1, 2002

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EXPLANATION OF SYMBOLS

<u>SYMBOL</u>	<u>EXPLANATION</u>
D	TO SIGNIFY DISCONTINUED RATE OR REGULATION
I	TO SIGNIFY AN INCREASE
M	TO SIGNIFY MATERIAL RELOCATED WITHOUT CHANGE
N	TO SIGNIFY NEW RATE
R	TO SIGNIFY A REDUCTION
T	TO SIGNIFY A CHANGE IN TEXT BUT NO CHANGE IN RATE OR REGULATION

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APPLICATION OF PRICE LIST

THIS PRICE LIST SETS FORTH SERVICES OFFERINGS, RULES, TERMS AND CONDITIONS APPLICABLE TO THE FURNISHING OF RESOLD LOCAL EXCHANGE SERVICES BY SANDHILLS TELECOMMUNICATION GROUP, INC. TO RESIDENTIAL AND BUSINESS CUSTOMERS WITHIN THE STATE OF FLORIDA.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS

Certain terms used throughout this Price List for alternative local exchange company communication channels by the Carrier over its facilities are defined below.

Access Line

A line that provides connection of the customer's equipment to a local exchange network.

Additional White Page Listing

The term "Additional White Page Listings" denotes any listing of the Subscriber's name, address and telephone number(s) above and beyond the Initial White Page Listing,

Authorized User

The term "Authorized User" denotes a person, firm, or corporation who is authorized by the Subscriber to be connected to the service of the Subscriber.

Basic Telephone Service

The customer is provided with local line access, including access to 911 services, operator services, and relay services.

Call Forwarding Busy and Don't Answer

This optional feature will reroute all incoming calls to another predefined telephone number when the called number is busy, or does not answer within a determined number of rings. In the event that the called telephone number is busy, or if the telephone number doesn't answer, the Subscriber is charged any additional charges for the call-forwarded call.

Call Forwarding Remote Access

This feature provides customers with the ability to remotely activate and deactivate the forwarding of calls.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS

Call Forwarding Variable

This optional feature allows all incoming calls directed to a telephone number to be rerouted to another Subscriber telephone number. The Subscriber is charged any applicable usage charges for the rerouted call. The user can activate/deactivate Call Forwarding and define a telephone number where all calls will be forwarded.

Caller ID

This feature provides the telephone number and name of the incoming calling party. The calling number and name are displayed on a customer provided compatible display device, which is attached to a customer's telephone number.

Call Return

A per-use service that returns the most recent incoming call.

Call Trace

This feature allows the customer to initiate a trace of the most recent incoming call immediately after terminating the call. Incoming call message detail (date, time and originating telephone number) is provided when suitably equipped facilities exist. The results of the trace are not provided to the customer directly, but will be provided in the response to a request by a law enforcement agency. This feature is blocked unless specifically requested by the customer to be activated

Call Waiting

This is a feature that allows an incoming call to busy telephone line to be waiting while a signal is directed to busy line user.

Carrier

The term "Carrier" denotes Sandhills Telecommunication Group, Inc.

Carrier System

The term "Carrier System" denotes all local exchange facilities being resold by the Carrier to provide local exchange service to its Subscribers.

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SECTION I- TECHNICAL TERMS AND DEFINITIONS

Central Office End

The term "Central Office End" denotes the end of a foreign exchange channel at which Subscribers have a dial access to a telephone company central office.

Company

See Carrier

Continuous Redial

A per-use service that redials the most recent outgoing call.

Customer

See Subscriber

Daytime

The term "Daytime" denotes 8:00 AM to but not including 5: 00 PM local time at the originating terminal on Monday through Friday, excluding Sandhills Telecommunications Group, Inc. recognized holidays.

Duplicate Service

Service furnished at two locations simultaneously when a Subscriber's service is moved to a different premise. The move or change of location must be within the same Central Office and the class of service retained.

Evening

The term "Evening" denotes 5:00 PM to but not including 11:00 PM local time at the originating terminal on Sunday through Friday and anytime on Sandhills Telecommunications Group, Inc. holidays except when a lower rate would apply.

Exchange Area

The term "Exchange Area" denotes a geographically defined area wherein the telephone industry through the use of maps or legal descriptions sets down specified areas where local exchange companies hold themselves out to provide communication services.

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SECTION I - TECHNICAL TERMS AND DEFINITIONS

Holidays

The Company recognizes the following holidays for rating purposes: New Year's Day, Easter, Independence Day, Labor Day, Thanksgiving and Christmas.

Initial White Pages Listing

The term "Initial White Pages Listing" denotes the initial listing of the Subscriber's name, address and primary telephone number in a "White Page" directory.

Inside Wire Maintenance

This optional feature covers the cost of repairing wire within the customer's building on the applicable telephone line.

Local Distribution Area

The term "Local Distribution Area" denotes a geographically contiguous area, defined normally by telephone industry Standard Exchange Area boundaries, wherein the carrier holds itself ready to offer local distribution facilities.

Message

A completed telephone call.

Message Unit

The unit of measurement for charging local calls.

Nighttime

The term "Nighttime" denotes 11:00 PM to but not including 8:00 AM local time at the originating terminal Monday through Friday, any time on Sunday except 5:00 PM to 11:00 PM.

Non-Directory Listed Number

The term "Non-Directory Listed Number" denotes that the Subscriber's telephone number does not appear in a directory.

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS

Non-Published Telephone Number

The term "Non-Published Telephone Number" denotes that the Subscriber's telephone number is not listed in a directory, or in any directory assistance records.

Premises

The term "Premises" denotes a building or buildings on a continuous property

Repeat Dialing

This usage sensitive feature automatically redials the telephone of the most recent outgoing call. If the redialed telephone number is busy, the call will be attempted for the maximum of thirty minutes.

Speed Dialing

This optional feature permits a subscriber to dial up to eight telephone numbers by dialing a single digit in the range from 2-9.

Subscriber

The term "Subscriber" denotes the person, firm, company or corporation, or other entity, having a communications requirement of its own, which contracts for service under this price list and is responsible for the payment of charges as well as compliance with the carriers regulations.

Switch

The term "Switch" denotes an electronic device, which is used to provide circuit sharing, routing, and control.

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SECTION 1 - TECHNICAL TERMS AND DEFINITIONS

Three Way Conference Calling

This feature allows a Subscriber to add a third party to an existing conversation.

Vanity Number

This feature allows a Customer to order a specified telephone number rather than the next available number.

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SECTION 2 - RULES AND REGULATIONS

2.1 Description of Service

Sandhills Telecommunications Group, Inc. is a reseller of local exchange services as set forth in this Price List.

2.2 Undertaking of the Carrier

2.2.1 Services of the Carrier

- a) The obligation of the Carrier to provide service is dependent upon its ability to procure facilities, which are required to meet the Subscriber's order for service. The Carrier will make all reasonable efforts to secure the necessary facilities.
- b) The Carrier is providing reseller services and will provide the Subscriber a quality of service at a level at least equivalent to the service provided to them by the incumbent local exchange company.
- c) The Carrier shall make access to 911 emergency services at a level at least equivalent to the service provided by the incumbent local exchange company. In addition, the 911 services shall be maintained for the duration of any temporary disconnection for non-payment of a residential subscriber's local service.
- d) For calls received from the relay service, the Carrier will discount relay service calls by 50 percent off of the otherwise applicable rate for a voice non-relay call except that where either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted 60 percent off of the otherwise applicable rate for a voice non-relay call.

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SECTION 2 - RULES AND REGULATIONS

2.3 Liability of the Carrier

2.3.1 The liability of the Carrier for its willful misconduct or gross negligence which is the sole legal cause of damage or injury is not limited by this Price List. With respect to any other claim or suit, by a subscriber or by any others, for damages associated with acts or omissions involving initiation, installation, provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this Price List, the Carrier's liability, if any, is limited to the lesser of \$500 or the actual damages or injury sustained, which in the event of any failure of service shall be deemed to be 1/30 of the monthly charge for service affected for each 24-hour period during which such failure of service occurs and is reported to or known by the Carrier.

2.3.2. Other than specified in Section 2.3.1 above, in no event will Carrier be responsible for consequential damages or lost profits suffered by Subscriber on account of interrupted or unsatisfactory service unless the Carrier is found to have been grossly negligent.

2.3.3 The Carrier is not liable for any act or omission of any other company or companies furnishing a portion of the service. No agents or employees of other Carriers shall be deemed to be agents or employees of the Carrier.

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SECTION 2 - RULES AND REGULATIONS

2.3 Liability of the Carrier (Continued)

2.3.4 The Carrier shall be indemnified and held harmless by the Customer against:

- (a) Claims for libel, slander, infringement of copyright or unauthorized use of any trade mark, trade name or service mark arising out of the material, data, information, or other content transmitted by the Customer over the Carrier's facilities; and
- (b) Claims for patent infringement arising from combining or connecting the Carrier's facilities with apparatus and systems of the Customer; and
- (c) All other claims arising out of any action or omission of the Customer in connection with any service provided by the Carrier.

2.3.5 The Carrier will, as a service to the Customer, arrange for listing the Customer's telephone number in the local telephone directory, such listing to consist of one line of standard type in the directory. In the absence of gross negligence or willful misconduct, the Carrier will not be liable to the Customer, or any third party, for any claims, damages, or otherwise, but not limited to any omitted listings from or erroneous listings in the local telephone directory due to the negligence on the part of the Local Exchange Carrier. When the Carrier agrees to keep a number unlisted, it does so without any obligation, except for cases of gross negligence or willful misconduct, the Carrier is not liable for any damages that might arise from the publishing of a non-published number in a directory or its disclosure to someone. If, in error, the telephone number is published in a directory, the Carrier's only obligation is to credit or refund any monthly charges the customer paid for non-published service.

2.3.6 The Carrier makes no warranties or representations, express or implied either in fact or by operation of law, statutory or otherwise, including warranties of merchantability and fitness for a particular use, except those expressly set forth herein.

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SECTION 2 - RULES AND REGULATIONS

2.4 Obligations of the Subscriber

2.4.1 The Carrier shall be indemnified and held harmless by the Subscriber against claims of libel, slander, or the infringement of the copyright, or for the unauthorized use of any trademark, trade name, or service mark, arising from the material transmitted over the channels, against claims for infringement of patents arising from, combining with, or using in connection with, lines furnished by the Carrier, apparatus and systems of the Subscriber, and against all other claims arising out of any act or omission of the Subscribers in connection with the channels provided by the Carrier.

2.4.2 The facilities provided by the Carrier may be terminated in Subscriber-provided terminal equipment or Subscriber-provided communication systems. When such terminations are made, the Subscriber shall comply with the minimum protective generally accepted in the telephone industry or other appropriate criteria as may be prescribed by the Carrier and as specified in Part 68 of Federal Communications Commission's Rules which provides the technical and procedural standards under which the Subscriber's equipment may be directly connected to the public switched network.

2.4.3 The equipment and facilities which are connected with those of the Carrier shall be constructed, operated, and maintained by those providing same so as to work satisfactorily with the service furnished by the Carrier. Such equipment and facilities shall be suitable to avoid hazard or damage to Carrier's plant or of injury to Carrier's employees or to the public because of the character of the location of such equipment or facilities and sources of power to which it is connected. In cases in which additional protection equipment is required, this shall be provided by the Subscriber or by the Carrier at the Subscriber's expense.

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SECTION 2 – RULES AND REGULATIONS

2.4 Obligations of the Subscriber (Continued)

2.4.4 Upon notice from the Carrier that the equipment or facilities of the Subscriber, or of others so authorized to be connected, is causing or is likely to cause hazard or interference, the Subscriber, or others so authorized to be connected, shall make such changes as may be necessary to remove or prevent such hazard or interference.

2.4.5 The Subscriber shall be liable for:

- (a) Reimbursing the Carrier for all loss through theft, fire, flood or other catastrophes, of the equipment or facilities on Subscriber's premises.
- (b) Reimbursing the Carrier for damages to facilities or equipment caused by the negligence or willful acts of the Subscriber's officers, employees, agents, or contractors.
- (c) Payment for all services, including calls placed by or through subscriber's equipment by any person. In particular and without limitation to the foregoing, the Subscriber is responsible for any call placed by or through the Subscriber's equipment via any remote access features.
- (d) Payment of any sales, use, excise, access or other local, State and Federal taxes, charges or surcharges imposed on or based upon provision, sale or use of the Carrier's services.
- (e) Payment for new local access line costs or other time and material charges imposed on the Carrier by a Local Exchange Carrier as a prerequisite for installing or maintaining the Customer's service, and not already recovered via the Carrier's existing recurring or nonrecurring charges.

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SECTION 2 – RULES AND REGULATIONS

2.4 Obligations of the Subscriber (Continued)

2.4.6 When a Customer chooses to place an intraLATA Message Toll Service or Directory Assistance call (including Call Completion) via their incumbent Local Exchange Carrier, or IXC, or chooses to place an information services provider call, the Customer shall be solely liable for such calls, including any and all charges related to such calls, when the charges are initially billed to the Company, the Customer shall be solely liable for such calls, any and all charges related to such calls (when the charges are initially billed to the Company by the information services provider or other carrier), and a 10% rebilling charge.

2.5 Use of Service

Neither Subscribers nor their authorized users may use the services furnished by the Carrier for any unlawful purpose.

2.6 Application of Service

The Carrier may require a Subscriber to sign an application form furnished by the Carrier and to establish his credit as provided in these Regulations, as a condition precedent to the initial establishment of such service. Carrier's acceptance of an order for service to be provided to an applicant whose credit has not been duly established to the sole and exclusive satisfaction of the Carrier may be subject to the provisions as described in Section 2.9. This application shall state the date on which service is to begin, the type of facilities required, and any special arrangements related thereto.

The Carrier may also require a signed authorization from a Subscriber for additions to or changes in the existing service of such Subscriber.

2.7 Minimum Service Period

The minimum period for service will be one month (30 days) unless otherwise stated.

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SECTION 2 – RULES AND REGULATIONS

2.8 Advance Payments and Deposits

Each service applicant may be required to establish credit. Any applicant who has not been duly established to the sole and exclusive satisfaction of the Carrier may be required to make an advanced payment or a deposit to be held as a guarantee of payment of charges at the time of application. In addition, an existing Customer may be required to make a deposit or increase a deposit presently held.

2.8.1 Advance Payment

(a) An advance payment may not exceed the estimated charges for three (3) months service plus installation.

(b) Credit and advanced payments equal to one (1) month charges plus installation will be applied to the Subscriber's account on the first bill rendered after the service is installed. Balance of payment will be applied to successive monthly billings.

2.8.2 Deposits

(a) A deposit is not to exceed the estimated charges for three (3) months service plus installation.

(b) A deposit will be returned upon the discontinuance of service. The Carrier will refund the Subscriber's deposit or the balance in excess of unpaid bills for that service. At the option of the Carrier, such a deposit may be refunded or credited to the Subscriber at any time prior to the termination of service. In the case of cash deposit, interest at the rate paid in the locality for escrow accounts, not to exceed 6% simple interest, will be paid for the period during which the deposit is held by the Carrier. At the Carrier's option, such deposit may be refunded or credited to the Customer at any time prior to termination of service.

(c) The fact that a deposit has been made in no way relieves the Subscriber from complying with the regulation with respect to advanced payments and prompt payment of bills on presentation.

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SECTION 2- RULES AND REGULATIONS

2.9 Payment of Charges

For the purpose of billing, the start of service is the day of acceptance by the customer of the Carrier's service.

All recurring charges, which are determinable in advance, including minimum charge, are billed monthly in advance. Charges based on actual usage during a month will be billed monthly in arrears. Installation and other nonrecurring charges are payable upon demand by Carrier. Subscriber will be billed for all usage accrued beginning immediately upon access to the service. For the purpose of computing charges, a month is considered to consist of thirty days.

2.10 Charges for Late Payments

Customer fees and charges for telephone service are due when they are rendered. A Customer is in default unless payment is made on or before the due date specified on the customer's bill.

2.11 Disputed Bills

The Customer shall give the Carrier prompt written notice of any disputed charges appearing on an invoice. After receiving notice of a dispute, the Carrier shall take reasonable steps to resolve such disputes. The Customer shall pay all non-disputed charges while resolution of the disputed charges is pending.

In the event that legal action is instituted by the Carrier to recover any sums then due and Carrier prevails, Carrier shall be entitled to recover its costs of collection, legal costs, court costs and reasonable attorney's fees, in addition to whatever other relief the court may award. The Carrier will make no refund of overpayments by a Customer unless the claim for such overpayment together with proper evidence is submitted within one year of the date of alleged overpayment.

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SECTION 2 – RULES AND REGULATIONS

2.12 Disconnection of Service - (by carrier)

The Carrier, by written notice via First Class US Mail at least fifteen (15) days in advance to the Subscriber or applicant, may disconnect service without incurring any liability for any of the following reasons:

- (a) Non-payment of any sum due to the Carrier for service for more than thirty (30) days beyond the date of receipt of the bill for such service; or
- (b) Use of telephone service in a manner which is unlawful under the laws of the State of Florida or the United States, or which is in violation of any Price List approved by the Florida Public Service Commission; or
- (c) The Carrier is prohibited from furnishing service by order of a court or government authority having jurisdiction.

2.13 Cancellation of Service by a Customer

(a) If a Customer cancels his order for service before the service begins, before completion of the minimum period, or before completion of some other period mutually agreed upon by the Customer and the Carrier, a charge will be levied upon the customer for the non-recoverable portions of expenditures or liabilities incurred expressly on behalf of the Customer by the Carrier and not fully reimbursed by installation and monthly charges. If, based on an order by a Customer, any construction has either begun or been completed, but no service provided. The non-recoverable cost of such construction shall be charged to the Customer.

(b) Subscriber may disconnect service at any time following the minimum service requirements as described in Section 2.8. Written notification to the Carrier may be required thirty (30) days prior to the disconnection of service.

2.14 Interruption of Service

It shall be the obligation of the Subscriber to notify the Carrier of any interruption of service. Before giving such notice, the Subscriber should ascertain that the trouble is not being caused by any action or omission of the Subscriber, not within his control, or is not in wiring or equipment connected to the terminal of the Carrier.

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SECTION 2 – RULES AND REGULATIONS

2.15 Credits

2.15.1 When the service provided by the Carrier under this Price List is interrupted for 120 continuous minutes or more, credit is computed as set forth below, provided such interruption is not shown by the Carrier to have been caused by the negligence or willful act of the Subscriber, or anyone at the terminal location, or is not caused by interruptions of service which are not due to the Carrier's testing or adjusting, or due to the negligence of the Customer, or to the failure of channels, equipment and /or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein.

2.15.2 Credit for failure of service or equipment will be allowed only when such failure is caused by or occurs in facilities or equipment provided by the Carrier. As used in this Price List, all equipment facilities and/or for services for which the Carrier renders a bill for payment are considered provided by the Carrier whether or not the equipment, facilities and/or services are owned and operated by the Carrier.

2.15.3 No credit will be allowed:

- (a) For failure of service or equipment due to the Customer or authorized user-provided facilities
- (b) For the failure of service or equipment due to the negligence or willful acts of the Customer or his authorized user
- (c) For unauthorized use by agents, employees, or representatives of the Customer.

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SECTION 2 - RULES AND REGULATIONS

2.15 Credit (Continued)

2.15.4 Credit is computed by multiplying the monthly rate for Service by the ratio that the number of hours (including fractional parts calculated to the nearest tenth of an hour) in the period of interruptions bears to 720. (For the purpose of this computation, each month shall be considered to have 720 hours.) The monthly bill on which the credit will be based for message service shall be the non-usage sensitive billing for the month for which the interruption occurred. An interruption is measured from the time the Carrier detects trouble, or the Subscriber notifies the Carrier of the interruption by an expeditious means, until the trouble is cleared. Each interruption is considered separately for purposes of establishing credit allowance.

2.16 Special Customer Arrangements

When Subscriber's needs cannot be met by the standard service offerings in this Price List, a "special Customer arrangement" package will be designed to fit such unique requirements. The Carrier stands ready to provide technical assistance to the Subscriber to the extent of properly matching the Subscriber's equipment with that of the Carrier, in order to help him meet his requirements for service. In these cases, the customer may request special arrangements, which could include engineering, installation, purchases or lease of facilities, and/or special services not offered under this Price List. The Carrier, at its option, will provide the requested services. Appropriate recurring and/or non-recurring charges will be developed accordingly and filed with the Florida Public Service Commission for approval.

2.17 Connection with other Communication Services

A Subscriber may connect other communications services provided by other duly authorized and regulated common carriers to Carrier's service. A Subscriber may also connect with privately owned communication systems, subject to technical limitations established by Carrier

2.18 Returned Check Charge

A \$25 service fee will be assessed for checks returned by the drawee bank for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank.

2.19 Special or Promotional Offerings

From time to time, the Carrier may provide certain special or promotional offerings to basis service to introduce a current or potential Subscriber to a service not being used by the Subscriber. These offerings may be limited to certain dates, times or locations and may waive or reduce recurring or nonrecurring charges.

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SECTION 2- RULES AND REGULATIONS

2.20 Special Rules for the Handicapped

Directory Assistance

There will be no charge for calls to Directory Assistance for lines serving individuals with disabilities.

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.1 Local Calling Area

Geographically defined Local Calling Areas are associated with each Exchange service provided in this Price List. The Local Calling Areas of the Company are the same as the Local Calling Areas specified by the incumbent local exchange carrier in the same areas served by the Company.

3.2 Resold Local Exchange Services

Resold Local Exchange Service (RLES) is composed of the resale of exchange access lines, optional line features, and local calling, provided by authorized Local Exchange Carriers. RLES provides the Customer with the ability to originate and receive calls to/from all other stations on the public switched telecommunications network. Per Call and per Minute Local Usage Charges as specified below will be applied to all direct dialed calls. Monthly Recurring and Non-recurring Charges will be imposed as specified below.

RLES is available to single and multi-line business Customers and is furnished subject to the availability of Local Exchange Carrier facilities.

3.2.1 Line Rates and Charges

RLES Customers will be charged applicable recurring, non-recurring and usage charges as specified below.

Local Line Access

Local Line Access rates are the monthly charges for the first month of service. Federal, state, local taxes and fees based upon mandated telecommunication surcharges, may be added to monthly charges beginning on the second and future month's service.

3.2.1.1 Residential Service Rates

<u>Bronze Package</u>	\$36.95
Local line access (basis service)	
Unlimited local calls	
911 Access	

ISSUED: JUNE 12, 2000

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Services (Continued)

3.2.1 Line Rates and Charges (Continued)

Silver Package \$42.95

Local line access (basic service)
Unlimited local calls
Choice of published or non-published number
911 Access
Call waiting feature

Gold Package \$51.95

Local line access (basic service)
Unlimited local calls
Choice of published or non-published number
911 Access
Call waiting feature
Caller ID

Platinum Package \$59.95

Local line access (basic service)
Unlimited local calls
Choice of published or non-published number
911 Access
Call waiting
Caller ID
3-Way calling
Speed dial
Call return
Call block
Repeat dial
Call forwarding

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Services (Continued)

3.2.1 Line Rates and Charges (Continued)

3.2.1.2 Business Service Rate

<u>Business Basic Package</u>	\$59.95
Local line access (basic service) Unlimited local calls 911 Access	
<u>Business Advantage Package</u>	\$69.95
Local line access (basic service) Unlimited local calls 911 Access Call waiting feature	
<u>Business Premier Package</u>	\$79.95
Local line access (basic service) Unlimited local calls 911 Access Call waiting feature Caller ID	
<u>Business Platinum Package</u>	\$89.95
Local line access (basic service) Unlimited local calls Choice of published or non-published number 911 Access Call waiting Caller ID 3-Way calling Speed dial Call return Call block Repeat dial Call forwarding	

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Services (Continued)

3.2.2 Non-recurring Service Installation Charges

a) Conversion Charge

This charge is applied to existing Local Exchange Carrier lines converted to the Carrier's service. All such lines will retain their current Local Exchange Carrier Assigned telephone numbers.

First Line	\$10.00
Each Additional	\$10.00

b) New Line Installation Charge

First Line	\$40.00
Each Additional	\$40.00
Trip Charge (in some areas)	\$21.00
Second Line Charge (if not primary line)	\$ 5.00

c) Restoral Charge

This Charge is applied each time a service is reconnected after suspension for non-payment, but before cancellation of service.

Per Restoral	\$25.00
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d) Non Sufficient Checks

Fee for non-sufficient checks	\$25.00
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e) Other Non-recurring Charges

Fee for package changes	\$25.00
Fee for transferring service	\$40.00
Fee to change phone number	\$40.00

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Services (Continued)

3.2.3 Optional Features

An RLES Customer may order the following optional features at the Monthly Recurring Charge specified below. A nonrecurring installation charge will be applied to orders for optional services submitted subsequent to initial RLES service installation.

a)	Call Forwarding Variable	\$ 5.00
b)	Call Forwarding Don't Answer	\$ 4.00
c)	Call Forwarding Busy	\$ 3.25
d)	Call Forward Remote Access	\$ 5.00
e)	Call Return	\$ 5.00
f)	Speed Dialing	\$ 2.00
g)	Expanded Speed Dialing	\$ 4.00
h)	Call Waiting	\$ 5.00
i)	Three Way Conference	\$ 5.00
j)	Hunting	\$10.00
k)	Caller ID	\$10.00
l)	Long Distance Access	\$ 5.00
m)	Non-published Number	\$ 2.00

Changes to Existing Service

One time charge after original installation \$25.00

Per Activation Features

Call Trace (per usage) \$ 3.50
Call Return (per usage) \$ 0.75

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Services (Continued)

3.2.4 Directory Listing

The feature allows the Customer varied options regarding listings in the directory. These charges are applied monthly.

	<u>Monthly Charge</u>
a) Initial White Pages Listing	No Charge
b) Non-Published Telephone Number	\$ 2.00
c) Non-Directory Listed Number	\$ 1.00
d) Additional White Pages Listing	\$ 2.00

3.2.5 Call Blocking

Blocking Service is a feature that permits a Customer to restrict access from their telephone line to various discretionary services. Unless otherwise noted, there will be no charge for blocking service requested

3.2.6 Call ID Block

The Subscriber may elect to block the transmission of their telephone numbers completely via Blocking. There will be a one-time charge to activate this service option.

One Time Charge	\$10.00
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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Service (Continued)

3.2.7 Operated Assisted Local Calling Surcharge

Local calls may be completed or billed with live or mechanical assistance. Calls may be billed collect to the called party, to an authorized third party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see person to person, or designated alternate. In addition to per request surcharge, a per minute usage rate applies to each call. The following per request and per minute charge apply for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Per Request</u>	<u>Per Minute</u>
Person to Person	\$3.25	\$0.10
3 rd Number Billed	\$1.50	\$0.10
Collect	\$1.50	\$0.10
All other operated assisted	\$1.50	\$0.10

3.2.8 Directory Assistance Local Call, Direct Dial

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from Directory Assistance operator. The charge listed below applied for each request made to the Directory Assistance operator.

Per Request	\$0.25
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3.2.9 Directory Assistance Local Call Completion

Directory Assistance Call Completion allows the Customer the option to have their local called completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provided the requested number. The charge listed below applied to the completed call only.

Per Request	\$0.30
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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Service (Continued)

3.1.10 Special Directory Assistance

Calls to Directory Assistance requesting special billing arrangements (i.e., 3rd number billed) as well as operated call completion will incur the following charge per request.

Per Request \$1.50

3.2.11 Busy Line Verification

Busy Line Verification allows the caller, with the assistance of an operator, to check the status of a busy signaling line.

Per Request \$1.50

3.2.12 Busy Line Verification, Emergency Interrupt

Busy Line Verification, Emergency Interrupt allows a caller, with the assistance of an operator, to check the status of a busy signaling line and also to interrupt the call in progress on that line to verify parties use on that line.

Per Request \$3.00

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SECTION 3 – DESCRIPTION OF SERVICE AND RATES

3.2 Resold Local Exchange Service (Continued)

3.2.7 Operated Assisted Local Calling Surcharge

Local calls may be completed or billed with live or mechanical assistance. Calls may be billed collect to the called party, to an authorized third party number, to the originating line, or to a valid authorized calling card. Local calls may be placed on a station to station basis or to a specified party (see person to person, or designated alternate.) In addition to per request surcharge, a per minute usage rate applies to each call. The following per request and per minute charge apply for which live or automated operator assistance is provided for call completion and/or billing.

	<u>Per Request</u>	<u>Per Minute</u>
Person to person	\$3.50	\$0.20
3 rd number billed	\$2.00	\$0.20
Collect	\$3.25	\$0.20
All other operated assisted	\$3.25	\$0.20

3.2.8 Directory Assistance, Direct Dial

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from Directory Assistance operator. The charge listed below applied for each request made to the Directory Assistance operator.

Per request		
Local Assistance	\$0.50	(I)
National Assistance	\$1.55	(N)

3.2.9 Directory Assistance Local Call Completion

Directory Assistance Call Completion allows the Customer the option to have their local called completed to a requested number by either the Directory Assistance operator or the Directory Assistance audio response system that provided the requested number. The charge listed below applied to the completed call only.

Per request	\$1.00
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ISSUED: August 1, 2002

EFFECTIVE DATE: August 10, 2002

Michael C. Yovanovich, President
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