

**ASPIRE NETWORKS 1, LLC  
DBA  
HIGHLINE INTERNET**

Regulations and Schedule of Intrastate Charges  
Applying to Voice Communication Services  
Within the State of Michigan

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Issued under authority of the Michigan Public Service Commission in an order dated May 26, 2021, in Case No. U-20956.  
Issued: November 14, 2022                      Effective: November 15, 2022

Issued by:            Bruce Moore, CEO Midwest Region, Highline Internet  
                            2222 N. Lincoln, Escanaba MI 49829, [info@highlinefast.com](mailto:info@highlinefast.com), 888-212-0054



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**EXPLANATION OF SYMBOLS, REFERENCE  
MARKS, AND ABBREVIATIONS OF TECHNICAL  
TERMS USED IN THIS TARIFF**

The following symbols shall be used in this tariff for the purpose indicated below:

- C To signify changed regulation.
- D To signify discontinued rate or regulation.
- I To signify increased rate.
- N To signify new rate or regulation.
- R To signify reduced rate.
- T To signify text change

**APPLICATION OF TARIFF**

This tariff sets forth the service offerings, rates, terms and conditions applicable to the furnishing of intrastate Voice Communication Services by Aspire Networks 1, LLC dba Highline Internet, hereinafter referred to as the Company, to customers within the State of Michigan.

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**SECTION 1 - DEFINITIONS**

**Authorized User** - A person, firm, corporation or other entity who is authorized by the Customer to be connected to the service of the Customer under the terms and regulations of this tariff.

**Available Usage Balance** - The amount of usage remaining on a Debit Account at any particular point in time. Each Debit Account begins with an initial usage amount which is depleted as services provided by the Company are utilized by the Customer.

**Business Service** - A switched network service that provides for dial station communications that is described as a business or commercial rate.

**Business Customer** - A Business Customer is a Customer who subscribes to the Company's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature.

**Company** - Used throughout this tariff to refer to Aspire Networks 1, LLC dba Highline Internet, unless otherwise clearly indicated by the context.

**Debit Account** - An account which consists of a pre-paid usage balance depleted on a real time basis during each Debit Service Call.

**End User** - Any person, firm, corporation, partnership or other entity which uses the services of the Company under the provisions and regulations of this tariff. The End User is responsible for payment unless the charges for the services utilized are accepted and paid by another Customer.

**Holidays** - Holidays observed by the Company as specified in this tariff.

**Personal Account Code** - A pre-defined series of numbers to be dialed by the Customer or Authorized User upon access to the Carrier's network which identifies the Debit Account from which charges for service shall be debited and which validates the caller's authorization to use the services provided.

**Renewal** - A method of replenishing a Debit Account's Available Usage Balance with additional minutes of use as authorized and paid for by the Customer.

**Residential Customer** - A Residential Customer is a person to whom telecommunications services are furnished by the Company predominantly for personal or domestic purposes at the person's dwelling.

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**SECTION 2 - REGULATIONS****2.1 Undertaking of the Company****2.1.1 Scope**

The Company undertakes to furnish Voice Communication Services pursuant to the terms of this tariff for the transmission of high quality, 2-way interactive internet-protocol based voice communications between points within the State of Michigan and contiguous United States.

Customers and users may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided hereunder, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own customers.

**2.1.2 Shortage of Equipment or Facilities**

- (A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- (B) The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd.****2.1.3 Terms and Conditions**

- (A) Business Service is provided on the basis of a minimum period of at least one month, 24-hours per day. For the purpose of computing charges in this tariff, a month is considered to have 30 days.
- (B) Business Customers may be required to submit or enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Business Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- (C) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 30 days written notice. Any termination shall not relieve the Business Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- (D) Service may be terminated upon written notice to the Customer if:
  - (1) the Customer is using the service in violation of this tariff; or
  - (2) the Customer is using the service in violation of the law.
- (E) This tariff shall be interpreted and governed by the laws of the State of Michigan regardless of its choice of laws provision.
- (F) No other telecommunications provider may interfere with the right of any person or entity to obtain service directly from the Company. No person or entity shall be required to make any payment, incur any penalty, monetary or otherwise, or purchase any services in order to have the right to obtain service directly from the Company.

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd.****2.1.3 Terms and Conditions, Cont'd.**

- (G) To the extent that either the Company or any other telephone company exercises control over available cable pairs, conduit, duct space, raceways, or other facilities needed by the other to reach a person or entity, the party exercising such control shall make them available to the other on terms equivalent to those under which the Company makes similar facilities under its control available to its customers. At the reasonable request of either party, the Company and the other telephone company shall join the attempt to obtain from the owner of the property access for the other party to serve a person or entity.

**2.1.4 Liability of the Company**

- (A) The liability of the Company for damages arising out of the furnishing of its Services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omission, shall be limited to the extension of allowances for interruption as set forth in 2.6. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- (B) The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government or any state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties when it does not involve the company's employees.

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd.****2.1.4 Liability of the Company, Cont'd.**

- (C) The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.
- (D) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.
- (E) The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Business Customer to sign an agreement acknowledging acceptance of the provisions of this section 2.1.4(E) as a condition precedent to such installations.
- (F) The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- (G) The Company shall be indemnified, defended and held harmless by the Customer against any claim, loss or damage arising from Customer's use of services, involving claims for libel, slander, invasion of privacy, or infringement of copyright arising from the Customer's own communications.
- (H) **THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.**

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd****2.1.5 Service-Affecting Activities**

The Company will provide the Customer reasonable notification by a means selected by the company, including email, voicemail, or website posting, of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance.

The Company will perform adequate scheduling so as to provide service to a customer at a mutually agreed upon time.

**2.1.6 Provision of Equipment and Facilities**

- (A) The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- (B) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- (C) The Company may substitute, change or rearrange any equipment or facility at reasonable times, but shall not thereby reduce the technical quality unless as requested by the Customer.
- (D) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
- (E) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd.****2.1.6 Provision of Equipment and Facilities, Cont'd**

- (F) The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:
- (1) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
  - (2) the reception of signals by Customer-provided equipment.

**2.1.7 Non-Routine Installation**

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

**2.1.8 Special Construction**

Subject to the agreement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts' basis at the request of the Customer. Special construction is that construction undertaken:

- (A) where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- (B) of a type other than that which the Company would normally utilize in the furnishing of its services;
- (C) over a route other than that which the Company would normally utilize in the furnishing of its services;
- (D) in a quantity greater than that which the Company would normally construct;

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**SECTION 2 - REGULATIONS, CONT'D.****2.1 Undertaking of the Company, Cont'd.****2.1.8 Special Construction, Cont'd.**

- (E) on an expedited basis;
- (F) on a temporary basis until permanent facilities are available;
- (G) involving abnormal costs; or
- (H) in advance of its normal construction.

**2.1.9 Ownership of Facilities**

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

**2.2 Prohibited Uses**

- (A) The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- (B) The Company may require business applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Michigan Public Service Commission regulations, policies, orders, and decisions.
- (C) The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- (D) A customer, or authorized user may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.

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**SECTION 2 - REGULATIONS, CONT'D.****2.3 Obligations of the Customer****2.3.1 General**

The Customer shall be responsible for:

- (A) the payment of all applicable charges pursuant to this tariff;
- (B) damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- (C) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer;
- (D) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Voice Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C). Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- (E) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

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**SECTION 2 - REGULATIONS, CONT'D.****2.3 Obligations of the Customer, Cont'd.****2.3.1 General, Cont'd.**

- (F) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- (G) not creating any liens or other encumbrances on the Company's equipment or facilities; and
- (H) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

**2.3.2 Claims**

With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- (A) any loss, destruction or damage to the property of the Company or any third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- (B) any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.



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**SECTION 2 - REGULATIONS, CONT'D.****2.4 Customer Equipment and Channels - Business Customers****2.4.1 General**

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of Voice Communications Service, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice communications service except as specifically stated in this tariff.

**2.4.2 Station Equipment**

- (A) Terminal and computer equipment on the Business User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the Business User. The Business User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.
- (B) The Business Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Business Customer's expense.

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**SECTION 2 - REGULATIONS, CONT'D.****2.4 Customer Equipment and Channels - Business Customers, Cont'd.****2.4.3 Interconnection of Facilities**

- (A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Voice Communication Services and the channels, facilities, or equipment of others shall be provided at the Business Customer's expense.
- (B) Facilities furnished under this tariff may be connected to Customer-provided terminal and computer equipment in accordance with the provisions of this tariff. All such terminal equipment shall comply with all applicable federal and state legal and regulatory requirements; and all End User-provided wiring shall be installed and maintained in compliance with all such legal and regulatory requirements.
- (C) "End User means any customer of an interstate or foreign telecommunications service that is not a carrier except that a carrier other than a telephone company shall be deemed to be an "end user" when such carrier uses a telecommunications service for administrative purposes and a person or entity that offers telecommunications services exclusively as a reseller shall be deemed to be an "end user" if all resale transmissions offered by such reseller originate on the premises of such reseller."

**2.4.4 Inspections**

- (A) Upon suitable notification to the Business Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Business Customer is complying with the requirements set forth in Section 2.4.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.
- (B) If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Business Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Business Customer must take this corrective action and notify the Company of the action taken. If the Business Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements****2.5.1 Nondiscriminatory Service**

The Company will not discriminate against nor penalize a customer for exercising a right granted under this section or under applicable law. The Company will provide all services described under this tariff in compliance with the following:

- (A) The Company will not make a statement or representation, including an omission of material information, regarding the rates, terms, or conditions of providing a basic local exchange service that is intentionally false, misleading, or deceptive.
- (B) The Company will not charge a customer for a subscribed service for which the customer did not make an initial affirmative order. Failure to refuse an offered or proposed service is not an affirmative order for the service.
- (C) If a customer cancels a service, the Company will not charge the customer for service provided after the effective date that the service was canceled.
- (D) The Company will not cause a probability of confusion or a misunderstanding as to the legal rights, obligations, or remedies of a party to a transaction by making an intentionally false, deceptive, or misleading statement or by failing to inform the customer of a material fact, the omission of which is deceptive or misleading.
- (E) The Company will not represent or imply that the subject of a transaction will be provided promptly, or at a specified time, or within a reasonable time, if the provider knows or has reason to know it will not be so provided.
- (F) The Company will not require the purchase of a regulated service of the provider as a condition of purchasing an unregulated service.
- (G) If a bona fide dispute exists between a customer and the provider, the Company will not disconnect the service to the customer for nonpayment of that disputed amount.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements, Cont'd****2.5.2 Payment for Service****(A) Facilities and Service Charges**

The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

**(B) Taxes**

The Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on Company's net income) imposed on or based upon the provision, sale or use of the Company's services.

**2.5.3 Billing and Collection of Charges**

- (A) The Company shall render a bill during each billing period to every Customer. The billing period shall be monthly.
- (B) Non-recurring charges are due and payable from the customer within 30 days after the invoice date, unless otherwise agreed to in advance.
- (C) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 30 days after the invoice date. When billing is based on customer usage, charges will be billed monthly for the preceding billing periods.
- (D) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements, Cont'd****2.5.3 Billing and Collection of Charges, Cont'd.**

- (E) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.
- (F) If service is disconnected by the Company and later restored, restoration of service will be subject to all applicable restoration and installation charges.

**2.5.4 Deposits**

- (A) To safeguard its interests, the Company may require a Customer to make a deposit to be held as a guarantee for the payment of charges, except as stated in (E) below. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation.
- (B) A deposit may be required in addition to an advance payment.
- (C) When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

**2.5.5 Shut Off Protection****Part I – Active Duty Military**

- (A) Except as otherwise provided by this section, the Company shall not discontinue basic local exchange telecommunication service, if provided, to the residence of a qualifying customer who has made a filing under this section. A customer making a filing under this section shall retain the telephone number assigned to the customer on the date of the filing. This Section 2.5.5 Part I does not apply to Voice Communication Service provider under this tariff.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements, Cont'd.****2.5.5 Shut Off Protection, Cont'd.**

- (B) A qualifying customer may apply for shut-off protection for telecommunication service under this section by notifying the Company that the qualifying customer is in need of assistance caused by a reduction in household income through a call to active duty status in the military.
- (C) The Company may request verification of the call to active duty status from the qualifying customer. The Company may also request verification of the qualified customer's reduction in household income.
- (D) The Company may require restrictions or elimination of calling features or toll service as a condition of granting a qualifying customer's request for shut-off protection under this section.
- (E) A qualifying customer may receive shut-off protection from the Company under this section for up to 90 days. Upon application to the Company, the Company may grant the qualifying customer 1 or more extensions.
- (F) A qualifying customer receiving assistance under this section shall notify the Company of the end of the call to active duty status as soon as that status is known.
- (G) Unless waived by the Company, the shut-off protection provided under this section does not void or limit the obligation of the qualifying customer to pay for voice communication services received during the time of assistance.
- (H) Within 48 hours of receiving all information requested of the qualifying customer, the Company shall do all of the following:
1. Create a repayment plan requiring minimum monthly payments that allows the qualifying customer to pay any past due amounts over a reasonable time period not to exceed 1 year.
  2. Provide a qualifying customer with information regarding any governmental, provider, or other assistance programs.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements, Cont'd.****2.5.5 Shut Off Protection, Cont'd.**

(I) As used in this section, "qualifying customer" means all of the following:

1. A residential household where the income is reduced because the customer of record, or the spouse of the customer of record, is called to active military service by the president of the United States or the governor of this state during a time of declared national or state emergency or war.
2. Assistance is needed by the residential household to maintain telecommunication service.
3. The residential household notifies the Company of the need for assistance and provides verification of the call to active-duty status.

**Part II – Deaf or Hard of Hearing or Speech Impaired**

- (A) Except as otherwise provided by this section, the Company shall not discontinue basic local exchange telecommunication service, if provided, to a residence of a person who is certified as deaf or hard of hearing, or speech-impaired by a licensed physician, licensed audiologist, or qualified state agency, who has made a filing under this section. This Section 2.5.5 Part II does not apply to Voice Communication Service provider under this tariff.
- (B) A deaf or hard of hearing, or speech-impaired customer may apply for shut-off protection for telecommunication services, if provided, under this section by notifying the Company that the deaf or hard of hearing, or speech-impaired customer is in need of assistance caused by a reduction in household income.
- (C) The Company may request verification of the reduction in household income from the deaf or hard of hearing, or speech-impaired customer.

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**SECTION 2 - REGULATIONS, CONT'D.****2.5 Payment Arrangements, Cont'd.****2.5.5 Shut Off Protection, Cont'd.**

- (D) The Company may require restrictions or elimination of calling features or toll service as a condition of granting a deaf or hard of hearing, or speech-impaired customer's request for shut-off protection under this section. The Company shall not restrict the deaf or hard of hearing, or speech-impaired customer's access to a telecommunication relay service required under section 315 of the Michigan Telecommunications Act.
- (E) A deaf or hard of hearing, or speech-impaired customer may receive shut-off protection from the Company under this section for up to 90 days. Upon application to the Company, the Company may grant the qualifying customer 1 or more extensions.
- (F) Unless waived by the Company, the shut-off protection provided under this section does not void or limit the obligation of the qualifying customer to pay for voice communication services received during the time of assistance.
- (G) Within 48 hours of receiving all information requested of the deaf or hard of hearing, or speech-impaired customer, the Company shall do all of the following:
  - 1. Create a repayment plan requiring minimum monthly payments that allows the deaf or hard of hearing, or speech-impaired customer to pay any past due amounts over a reasonable time period not to exceed 1 year.
  - 2. Provide a deaf or hard of hearing, or speech-impaired customer with information regarding any governmental, provider, or other assistance programs.

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**SECTION 2 - REGULATIONS, CONT'D.**

**2.5 Payment Arrangements, Cont'd.**

**2.5.6 Cancellation of Application for Service**

- (A) When a Customer cancels an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- (B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company, less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced.
- (C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company, less net salvage, applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, maintenance, taxes, and any other costs associated with the special construction or arrangements.
- (D) The special charges described in 2.1.8(A) through 2.1.8(H) will be calculated and applied on a case-by-case basis.

**2.5.7 Changes in Service Requested**

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee may be adjusted at the discretion and judgement of the Company.



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**SECTION 2 - REGULATIONS, CONT'D.****2.6 Allowances for Interruptions in Service**

Interruptions in service that are not caused by the Customer, or during which the Company does not provide a satisfactory replacement service, will be credited to the Customer as set forth in 2.6.1 for the part of the service that the interruption affects.

**2.6.1 Credit for Interruptions**

- (A) A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this tariff. An interruption period begins from the time the Customer's service is reported or is found to be out of service. An interruption period ends when the service, facility or circuit is operative. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.
- (B) For calculating credit allowances, every month is considered to have 30 days. A credit allowance for fixed recurring fees only is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption pursuant to the limitation in section 2.6.2 (F) below. Only those facilities on the interrupted portion of the circuit will receive a credit.

**2.6.2 Limitations on Allowances**

No credit allowance will be made for:

- (A) interruptions due to the cause of, negligence of, or noncompliance with the provisions of this tariff by, the Customer or authorized user;
- (B) interruptions of service during any period in which the Company is not given full and free access by the Customer to its facilities and equipment for the purpose of investigating and correcting interruptions;
- (C) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;
- (D) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements; and
- (E) interruption of service during a time period in which the Company provides a satisfactory replacement service.

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**SECTION 2 - REGULATIONS, CONT'D.****2.6 Allowances for Interruptions in Service****2.6.2 Limitations on Allowances, Cont'd.**

- (F) Interruption of service of a duration less than 6 hours

**2.6.3 Cancellation for Service Interruption**

(A) Cancellation or termination of service by Business Customers due to service interruption is permitted only if any Voice Communication Service experiences a single continuous outage of 24 hours or more or cumulative service outage equaling 72 hours in a continuous 12-month period. The right to cancel service under this provision applies only to the single circuit that has been subject to the outage or cumulative service credits.

(B) If a Business Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.6.1 above), the Business Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.5.3.

**2.7 Cancellation of Service**

The Business Customer's termination liability for cancellation of service shall be equal to:

- (A) all unpaid Non-Recurring charges reasonably expended by the Company to establish service to the Business Customer; plus
- (B) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Business Customer; plus
- (C) all Recurring Charges specified in the applicable Service Order Tariff incurred prior to disconnection, cancellation or termination; minus
- (D) a reasonable allowance for costs avoided by the Company as a direct result of the Business Customer's cancellation.

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**SECTION 2 - REGULATIONS, CONT'D.****2.8 Transfers and Assignments**

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- (A) to any subsidiary, parent company or affiliate of the Company; or
- (B) pursuant to any sale or transfer of substantially all the assets of the Company; or
- (C) pursuant to any financing, merger or reorganization of the Company.

**2.9 Notices and Communications**

- (A) The Customer shall designate on the Service Order a US Mail address and an email address to at least one of which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- (B) The Company shall designate on the Service Order a US Mail address and an email address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail or remit payment on that bill.
- (C) All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first. If the notice is sent via email, it shall be deemed to be received the day after sending.
- (D) The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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**SECTION 2 - REGULATIONS, CONT'D.****2.10 Formal and Informal Procedures**

For Residential Customers, informal complaints will be handled by the Company's customer service department, which will use good faith efforts to informally resolve the dispute. If the Company and the Residential Customer are unable to informally resolve the dispute, the customer may file a formal complaint with the Michigan Public Service Commission.

**2.10.1 Alternative Dispute Resolution**

The following provisions apply if the formal complaint is for \$1,000 or less or if the customer elects to pursue an alternative means of dispute resolution.

- (A) The customer shall file a formal written complaint with the Michigan Public Service Commission.
- (B) For a period of 60 days after the date the complaint is filed under section 203, the parties shall attempt alternative means of resolving the complaint.
- (B) If the customer and the Company cannot agree on an alternative means of dispute resolution within 10 days, they shall participate in a mediation proceeding conducted by administrative law judge or other person designated by the Commission.
- (C) If mediation is utilized, the mediator will provide a recommended settlement to the parties within 60 days after the written complaint was filed.
- (D) Within 7 days after the date of the recommended settlement, each party shall file with the commission a written acceptance or rejection of the recommended settlement. A party's failure to file a timely acceptance or rejection shall be deemed to be a rejection of the recommended settlement.
- (E) If the parties accept the recommended settlement, then the recommendation will be adopted by the Commission as a final order.
- (F) If a party rejects or fails to respond to the recommended settlement, then the complaint shall proceed to a contested case hearing before the Commission.

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**SECTION 2 - REGULATIONS, CONT'D.**

**2.10 Formal and Informal Procedures, Cont'd.**

**2.10.1 Alternative Dispute Resolution, Cont'd.**

- (G) If the complaint involves a monetary dispute, the party who rejects the recommended settlement shall pay the opposing party's actual costs of proceeding to a contested case hearing, including attorney fees, unless the final order of the commission is more favorable to the rejecting party than the recommended settlement under this section. A final order is considered more favorable if it differs by 10% or more from the recommended settlement in favor of the rejecting party. If both parties reject the recommended settlement, then each party shall be responsible for its own costs and attorney fees.

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## SECTION 3 - SERVICE OFFERINGS

### 3.1 General

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

#### 3.1.1 Application of Business and Residential Rates

- A. The determination as to whether telephone service should be classified as Business or Residential is based on the character of the use to be made of the service. Service is classified as Business service where the use is primarily or substantially of a business, professional, institutional, or otherwise occupational nature. Where the business use, if any, is incidental and where the major use is of a personal or domestic nature at the person's dwelling, service is classified as Residential service.
- B. Business rates apply at the following locations, among others:
1. In offices, stores and factories, and in quarters occupied by clubs, lodges, fraternal societies, schools, colleges, libraries, hospitals, and other business establishments.
  2. In residential locations where the place of residence is in the immediate proximity to a place of business and it is evident that the telephone in the residence is or will be used for business purposes, and in residence locations where an extension is located at a place where business rates would apply.
  3. In the residence of a practicing physician, dentist, veterinary, surgeon, or other medical practitioner who has no service at business rates at another location.
  4. In any residential location where there is substantial business use of the service and the customer has no service at business rates.

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**SECTION 3 - APPLICATION OF RATES, CONT'D.**

**3.1 General, Cont'd.**

**3.1.1 Application of Business and Residential Rates, Cont'd.**

C. Residence rates apply at the following locations, among others:

1. In private residences; in the residential portion of hotels, apartment houses, boarding houses, churches, or institutions when the use of the service is confined to the domestic use of the customer and listings of a business nature are not furnished.
2. In the residence of a practicing physician, dentist, veterinarian, surgeon, or other medical practitioner provided that such residence is not a part of an office building and provided the customer has service charged for at business rates another location.

**3.2 Charges Based on Duration of Use**

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- (A) Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.
- (B) Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.
- (C) Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.
- (D) Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- (E) All times refer to local time.

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**SECTION 3 - SERVICE OFFERINGS, CONT'D.**

**3.3 Directory Listings**

For each Customer of Company-provided Voice Communication Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the incumbent Local Exchange Carrier in the area at no additional charge. For Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premise.

**3.4 Types of Services Offered**

This section of the tariff contains a general description of the services offered by the Company and the rates applicable to each service. The Company provides internet-protocol based voice communications services that enable Users to communicate on a real-time basis between points within the State of Michigan and contiguous 48 United States, as well as ancillary services that facilitate the use or expand the capabilities of such communications services.

The services offered are:

Voice Communications Service, consisting of:

- Business Service
- Residential Service

Voice Communications Service provides a Customer with a telephonic or computer connection to, and a unique telephone number on, the Company's network which enables the Customer to:

- a) to make and receive calls from other stations on the public switched telephone network and other computers;
- b) access (at no additional charge) to the Company's operators and business office for service related assistance;
- c) access toll-free telecommunications services such as 800 NPA; and access toll-free emergency services by dialing 0 or 9-1-1 (where available);
- d) access relay services for the hearing and/or speech impaired.



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**SECTION 3 - SERVICE OFFERINGS, CONT'D.****3.4 Types of Services Offered, Cont'd.**

Voice Communications Service can also be used to originate calls to other telephone companies caller-paid information services (e.g. NPA 900, NXX 976, etc.). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch at no charge upon customer request. Each Voice Communication Service corresponds to one or more telephonic communications channels that can be used to place or receive one call at a time.

Voice Communications Service includes unlimited and untimed calling to all points within the contiguous 48 United States plus the following features at no additional charge:

- \*72 Call Forwarding Always Activation
- \*73 Call Forwarding Always Deactivation
- \*92 Call Forwarding No Answer Activation
- \*93 Call Forwarding No Answer Deactivation
- \*94 Call Forwarding Not Reachable Activation
- \*95 Call Forwarding Not Reachable Deactivation
- \*67 Caller ID Delivery Blocking per Call Activation
- \*31 Caller ID Delivery Blocking Persistent Activation
- \*32 Caller ID Delivery Blocking Persistent Deactivation
- \*70 Cancel Call Waiting Deactivation
- \*22 Call Hold
- \*69 Call Return
- \*66 Last Number Redial
- \*77 Anonymous Call Rejection
- \*87 Anonymous Call Rejection Deactivation
- \*78 Do Not Disturb Activation
- \*79 Do Not Disturb Deactivation
- \*74 Speed Dial
- \*86 Voicemail
- N/A Unified Messaging
- N/A Three-Way Calling

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**SECTION 4 RATES AND CHARGES****4.1 Voice Communication Service**

Voice Communication Service as described in Section 3.4 of this tariff are provided at the rate of \$24 a month per voice communication channel. Service charges under Section 4.2 also apply.

**4.2 Service Charges**

Service charges include the following:

- a) Installation charge for Voice Communication Service ordered without internet access service \$99.00
- b) Installation charge for Voice Communication Service ordered with internet access service \$200.00 for both.
- c) Charge for trouble shooting problem or outage (when problem or outage is caused by customer), whether or not a trip visit to the customer premise is needed \$99.00
- d) Restoral of service charge following cancellation of service by Company or customer \$99.00

**4.3 Federal Lifeline Program**

The Federal Lifeline Program offers discounts on existing rates and charges to qualifying low-income consumers of Federal Eligible Lifeline Services. Company is a concurring carrier in the Federal Lifeline discount provisions of Telecommunications Association of Michigan Tariff M.P.S.C. No. 9R. The provisions and conditions of such discounts may be found in such Tariff.

**4.4 Emergency Services**

Allows Customers to reach appropriate emergency services including police, fire and medical services. The 911 Service includes lines and central office features necessary to provide the capability to answer, transfer and dispatch public emergency telephone calls originated by persons within the telephone central office areas arranged for 911 calling.

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**SECTION 4 RATES AND CHARGES, CONT'D****4.5 Telecommunications Relay Service**

All basic voice communication service providers must offer Telecommunications Relay Service to their customers. Telecommunications Relay Service enables persons who are certified as deaf, deafblind, hard of hearing, or speech-impaired to communicate with individuals using a voice telephone by using a text telephone-telecommunications device. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges. Rates and charges for calls placed through a telecommunication relay service shall not exceed the rates and charges for calls placed directly from the same originating location to the same terminating location.

The Company may assess a surcharge to each customer to support the Telecommunications Relay Service if such a charge is approved by the MPSC.

**4.6 Telephone Directory**

The Company may provide each Customer annually at no charge one copy of a printed directory listing all telephone Service subscribers, except for unlisted and unpublished numbers, within the Customer's local exchange area, if a printed directory is provided by the company. A customer may request either a printed telephone directory or an electronic telephone directory from the provider at no additional charge to the customer. The Company may, at its option, either publish its own directory or provide a copy of one published by the incumbent exchange service provider.

**4.7 Call Blocking Service**

Call Blocking Service is a Service which provides Customers with the capability to block originating calls to the 1-900 calling networks or 976 services. When Call Blocking Service is requested, all originating calls to 900 numbers nationwide will be blocked. Calls to a 976 service will also be blocked. Customers with Call Blocking Service attempting to dial a 900 number from a restricted line will reach a Company-provided or DUC-provided intercept announcement. Call Blocking is provided at no charge.

**4.8 Directory Assistance**

Company will provide directory assistance service at a rate of \$2.50 per telephone number requested. There is no free call allowance offered.

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**SECTION 4 RATES AND CHARGES, CONT'D**

**4.9 Rates by Individual Contract Basis (ICB)**

In lieu of the rates otherwise set forth in this tariff, rates and charges, including minimum usage, installation, special construction and recurring charges for the Company's services may be established at negotiated rates on an individual contract basis (ICB), taking into account the nature of the facilities and services, the costs of construction and operation, the volume of traffic, the length of service commitment by the Customer, and use of facilities by other customers. Such arrangements shall be considered Special Pricing Arrangements, the terms of which will be set forth in individual Customer contracts. However, unless otherwise specified, the terms, conditions, obligation and regulation set forth in this tariff shall be incorporated into, and become a part of, said contract, and shall be binding on the Company and the Customer. Specialized rates or charges will be made available to similarly situated customers on a non-discriminatory basis.

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**SECTION 5 SERVICE AREAS**

**5.1 Legal Descriptions and Maps**

The Company hereby mirrors the Map and Legal Description tariffs of the exchanges, by Incumbent Local Exchange Provider, listed below to identify its service territory. The Company’s services will be available only for specific locations within the exchanges listed below at which the Company has constructed its own facilities. Information as to whether Company service is available at a specific location may be obtained by calling 858-212-0054 or going to the website at [www.highlinefast.com](http://www.highlinefast.com) and entering the specific address of the location where service is desired in the designated search field. Any future modifications to these exchange boundaries or legal descriptions of these boundaries will be automatically mirrored by the Company on a going forward basis. If not mirrored, new detailed maps and legal descriptions on an individual exchange basis will be filed with the MPSC for approval.

The Company’s services will be offered within the Exchanges and service territories of the incumbent local exchange providers listed below include the following;

AT&T Michigan

Frontier North

Upper Peninsula Telephone Company

CenturyTel of Upper Michigan, Inc., d/b/a CenturyLink

**5.2 Traditional AT&T Michigan Exchanges**

**Exchange or Zone**

**Local Calling Area**

Algonac	Algonac, Marine City, New Baltimore
Carsonville	Carsonville, Applegate, Deckerville, Port Sanilac, Sandusky
Champion	Champion, Ishpeming, Michigamme, Republic
Channing	Channing, Crystal Falls, Felch, Fence River, Iron Mountain, Republic
Cornell	Cornell, Bark River, Escanaba, Felch, Gladstone, Perkins, Rock, Watson

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**SECTION 5 SERVICE AREAS, CONT'D.****5.2 Traditional AT&T Michigan Exchanges, Cont'd.**

<b><u>Exchange or Zone</u></b>	<b><u>Local Calling Area</u></b>
Croswell	Croswell, Applegate, Jeddo, Lexington, Peck, Port Sanilac, Sandusky, Yale
Crystal Falls	Crystal Falls, Amasa, Channing, Fence River, Iron River
Curtis	Curtis, Engadine, Newberry, Seney, Gulliver
Engadine	Engadine, Brevort, Curtis, Gulliver, Newberry, Rexton, Scott Point
Escanaba	Escanaba, Bark River, Carney, Cornell, Gladstone, Rapid River, Wallace
Gwinn	Gwinn, Felch, Ishpeming, Marquette, Michigamme Forest, Negaunee, Skandia, Watson
Hermansville	Hermansville, Carney, Faithhorn, Felch, Norway, Powers
Iron Mountain	Iron Mountain, Aurora WI, Channing, Felch, Norway, Spread Eagle WI
Ironwood	Ironwood, Bessemer, Hurley WI, Marenisco, Wakefield
Ishpeming	Ishpeming, Champion, Gwinn, Marquette, Michigamme, Michigamme Forest, Negaunee, Republic
Keweenaw	Keweenaw, Calumet, Lake Linden
Lake Linden	Lake Linden, Calumet, Houghton, Keweenaw
Mackinaw Island	Mackinaw Island, St. Ignace
Marine City	Marine City, Algonac, New Baltimore, Richmond, St. Clair
Marquette	Marquette, Big Bay, Gwinn, Ishpeming, Negaunee, Sand River, Skandia
Menominee	Menominee, Marinette WI, Wallace
Michigamme	Michigamme, Champion, Fence River, Ishpeming, L'Anse, Republic
Negaunee	Negaunee, Gwinn, Ishpeming, Marquette, Michigamme Forest

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**SECTION 5 SERVICE AREAS, CONT'D.****5.2 Traditional AT&T Michigan Exchanges, Cont'd.**

<b><u>Exchange or Zone</u></b>	<b><u>Local Calling Area</u></b>
Newaygo	Newaygo, Fremont, Grant, Howard City, Morley, White Cloud
New Baltimore	New Baltimore, Algonac, Marine City, Mt. Clemens, New Haven, Richmond
Newberry	Newberry, Curtis, Deer Park, Engadine, Rexton
Norway	Norway, Faithorn, Felch, Hermansville, Iron Mountain
Peck	Peck, Applegate, Brown City, Croswell, Sandusky, Yale
Port Huron	Port Huron, Avoca, Goodells, Jeddo, St. Clair, Smiths-Creek
Port Sanilac	Port Sanilac, Applegate, Carsonville, Croswell, Deckerville, Lexington, Sandusky
Powers	Powers, Bark River, Carney, Felch, Hermansville
Rapid River	Rapid River, Escanaba, Garden, Gladstone, Perkins, Trenary
Republic	Republic, Champion, Channing, Felch, Fence River, Ishpeming, Michigamme, Michigamme Forest
Rock	Rock, Cornell, Gladstone, Perkins, Skandia, Trenary, Watson
Romeo	Romeo, Almont, Armada, Capac, Lake Orion, New Haven, Oxford, Rochester, Washington
St. Clair	St. Clair, Marine City, Port Huron, Richmond, Smiths Creek
St. Ignace	St. Ignace, Brevort, Cedarville, Rudyard, Mackinac Island
Sandusky	Sandusky, Applegate, Brown City, Carsonville, Croswell, Deckerville, Marlette, Peck, Port Sanilac, Snover

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**SECTION 5 SERVICE AREAS, CONT'D.**

**5.2 Traditional AT&T Michigan Exchanges, Cont'd.**

<b><u>Exchange or Zone</u></b>	<b><u>Local Calling Area</u></b>
Saranac	Saranac, Belding, Clarksville, Ionia, Lake Odessa, Lowell, Orleans
Sault Ste. Marie	Sault Ste. Marie, Brimley, Kinross, Pickford
Stephenson	Stephenson, Carney, Wallace
Trout Lake	Trout Lake, Eckerman, Rexton
Ubly	Ubly, Bad Axe, Cass City, Deckerville, Harbor Beach, Minden City, Snover
Wakefield	Wakefield, Bergland, Bessemer, Ironwood, Marenisco
Watersmeet	Watersmeet, Bruce Crossing, Golden Lake, Lake Gogebic, Marenisco, North LandO' Lakes, Trout Creek

**5.2.1 Traditional AT&T Michigan Exchanges – Cities, Villages, and Townships**

**ALGONAC EXCHANGE**

St. Clair County  
City Algonac  
Marine City  
New Baltimore

**CARSONVILLE EXCHANGE**

Sanilac County  
Vill Carsonville  
Applegate  
Deckerville  
Port Sanilac  
Sandusky

**CHAMPION EXCHANGE**

Marquette County  
Twp Champion  
Ishpeming  
Twp Michigamme  
Twp Republic

**CHANNING EXCHANGE**

Dickinson County  
Channing  
Crystall Falls  
Twp Felch  
Fence River  
Iron Mountain  
Republic

**CORNELL EXCHANGE**

Delta County  
Twp Cornell  
Bark River  
Twp Escanaba  
Twp Felch  
Gladstone  
Perkins  
Rock  
Watson

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CROSWELL EXCHANGE

Sanilac County  
City Crowell  
Applegate  
Jeddo  
Twp Lexington  
Peck  
Port Sanilac  
Sandusky  
Yale

CRYSTAL FALLS EXCHANGE

Iron County  
City Crystal Falls  
Twp Crystal Falls  
Amasa  
Channing  
Fence River  
Iron River

CURTIS EXCHANGE

Luce/Mackinac/Schoolcraft County  
Curtis  
Engadine  
Newberry  
Seney  
Gulliver

ENGADINE EXCHANGE

Luce/Mackinac County  
Engadine  
Brevort  
Curtis  
Gulliver  
Newberry  
Rexton  
Scott Point

ESCANABA EXCHANGE

Delta/Menominee County  
City Escanaba  
  
Twp Bark River  
  
Twp Escanaba  
  
Carney  
Cornell  
Gladstone  
Rapid River  
Wallace

GWINN EXCHANGE

Marquette County  
Gwinn  
Flech  
Ishpeming  
Marquette  
Michigamme Forest  
Negaunee  
Skandia  
Watson

HERMANSVILLE EXCHANGE

Menominee County  
Hermansville  
Carney  
Faithorn  
Felch  
Norway  
Powers

IRON MOUNTAIN EXCHANGE

Dickinson County  
City Iron Mountain  
Aurora WI  
Channing  
Felch  
Norway  
Spread Eagle WI

IRONWOOD EXCHANGE

Gogebic County  
City Ironwood  
Twp Bessemer  
Twp Ironwood  
Hurley WI  
Marenisco  
Wakefield

ISHPEMING EXCHANGE

Marquette County  
City Ishpeming  
Champion  
Gwinn  
Marquette  
Michigamme  
Michigamme Forest  
Naguenee  
Republic

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KEWEENAW EXCHANGE

Keweenaw County  
Keweenaw  
Calamut  
Lake Linden

LAKE LINDEN EXCHANGE

Houghton County  
Vill Lake Linden  
Twp Calumet  
Houghton  
Keweenaw

MACKINAC ISLAND EXCHANGE

Mackinac County  
City Mackinac Island  
St. Ignace

MARINE CITY EXCHANGE

St. Clair County  
Twp Marine City  
Algonac  
New Baltimore  
Richmond  
St. Clair

MARQUETTE EXCHANGE

Marquette County  
City Marquette  
Twp Marquette  
Big Bay  
Gwinn  
Ishpeming  
Negaunee  
Sand River  
Skandia

MENOMINEE EXCHANGE

Menominee County  
City Menominee  
Marinaette WI  
Wallace

MICHIGAMME EXCHANGE

Baraga County  
Twp Michigamme  
Champion  
Fence River  
Ishpeming  
L'Anse  
Republic

NEGAUNEE EXCHANGE

Marquette County  
Negaunee  
Gwinn  
Ishpeming  
Marquette  
Michigamme Forest

NEWAYGO EXCHANGE

Newaygo County  
City Newaygo  
Fremont  
Grant  
Howard City  
Morley  
White Cloud

NEW BALTIMORE EXCHANGE

Macomb County  
City New Baltimore  
Algonac  
Marine City  
Mt. Clemens  
New Haven  
Richmond

NEWBERRY EXCHANGE

Luce County  
Vill Newberry  
Curtis  
Deer Park  
Engadine  
Rexton

NORWAY EXCHANGE

Dickinson County  
City Norway  
Twp Norway  
Faithorn  
Felch  
Hermansville  
Iron Mountain

PECK EXCHANGE

Sanilac County  
Vill Peck  
Applegate  
Brown City  
Croswell  
Sandusky  
Yale

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PORT HURON EXCHANGE

St. Clair County  
City Port Huron  
Avoca  
Goodells  
Jeddo  
St. Clair  
Smiths-Creek

PORT SANILAC EXCHANGE

Sanilac County  
Vill Port Sanilac  
Applegate  
Carsonville  
Croswell  
Deckerville  
Lexington  
Sandusky

POWERS EXCHANGE

Menominee County  
Vill Powers  
Bark River  
Carney  
Felch  
Hermansville

RAPID RIVER EXCHANGE

Delta County  
Rapid River  
Escanaba  
Garden  
Gladstone  
Perkins  
Trenary

REPUBLIC EXCHANGE

Marquette County  
Twp Republic  
Champion  
Channing  
Felch  
Fence River  
Ishpeming  
Michigamme  
Michigamme Forest

ROCK EXCHANGE

Delta/Marquette County  
Rock  
Cornell  
Gladstone  
Perkins  
Skandia  
Trenary  
Watson

ROMEO EXCHANGE

Macomb County  
Vill Romeo  
Twp Armada  
Almont  
Capac  
Lake Orion  
New Haven  
Oxford  
Rochester  
Washington

ST. CLAIR EXCHANGE

St. Clair County  
City St. Clair  
Twp St. Clair  
Marine City  
Port Huron  
Richmond  
Smiths Creek

ST. IGNACE EXCHANGE

Mackinac County  
City St. Ignace  
Twp St. Ignace  
Twp Brevort  
Cedarville  
Rudyard  
Mackinac Island

SANDUSKY EXCHANGE

Sanilac County  
City Sandusky  
Applegate  
Brown City  
Carsonville  
Croswell  
Deckerville  
Marlette  
Peck  
Port Sanilac  
Snover

SARANAC EXCHANGE

Ionia County  
Vill Saranac  
Belding  
Clarksville  
Ionia  
Lake Odessa  
Lowell  
Orleans

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SAULT STE. MARIE EXCHANGE  
Chippewa County  
City Sault Ste. Marie  
Brimley  
Kinross  
Pickford

STEPHENSON EXCHANGE  
Menominee County  
City Stephenson  
Twp Stephenson  
Carney  
Wallace

TROUT LAKE EXCHANGE  
Chippewa County  
Twp Trout Lake  
Eckerman  
Rexton

UBLY EXCHANGE  
Huron/Sanilac County  
Vill Ubly  
Bad Axe  
Cass City  
Deckerville  
Harbor Beach  
Minden City  
Snover

WAKEFIELD EXCHANGE  
Gogebic County  
City Wakefield  
Twp Wakefield  
Bergland  
Bessemer  
Ironwood  
Marenisco

WATERSMEET EXCHANGE  
Gogebic County  
Watersmeet  
Bruce Crossing  
Golden Lake  
Lake Gogebic  
Marenisco  
North Land O' Lakes  
Trout Creek

### 5.3 Frontier North Exchanges

**Exchange  
or Zone**

**Local Calling Area**

Capac	Capac, Almont, Armada, Brown City, Emmett, Imlay City, Memphis, Romeo, Yale
Deckerville	Deckerville, Carsonville, Minden City, Port Sanilac, Sandusky, Snover, Ubly
Elkton	Bad Axe, Kinde, Owendale, Pigeon
Harbor Beach	Harbor Beach, Bad Axe, Minden City, Port Hope, Ubly
Imlay City	Imlay City, Almont, Brown City, Capac, Dryden, Lapeer, North Branch
Jeddo	Jeddo, Avoca, Croswell, Lexington, Port Huron, Yale
Kingston	Kingston, Caro, Cass City, Clifford, Marlette, Mayville
Minden City	Minden City, Deckerville, Harbor Beach, Ubly

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**SECTION 5 SERVICE AREAS, CONT'D.**

**5.3 Frontier North Exchanges, Cont'd.**

**Exchange  
or Zone**

**Local Calling Area**

Richmond	Richmond, Amada, Marine City, Memphis, New Baltimore, New Haven, Smiths Creek, St. Clair
Yale	Yale, Avoca, Brown City, Capac, Croswell, Emmett, Jeddo, Peck

**5.3.1 Frontier North Exchanges – Cities, Villages, and Townships**

**CAPAC EXCHANGE**

St.Clair County  
 Twp Capac  
 Almont  
 Armada  
 Brown City  
 Twp Emmett  
 Imlay City  
 Memphis  
 Romeo  
 Yale

**JEDDO EXCHANGE**

St. Clair/Sanilac County  
 Jeddo  
 Avoca  
 Croswell  
 Lexington  
 Port Huron  
 Yale

**DECKERVILLE EXCHANGE**

Sanilac County  
 Vill Deckerville  
 Carsonville  
 Minden City  
 Port Sanilac  
 Sandusky  
 Snover  
 Ubly

**KINGSTON EXCHANGE**

Tuscola County  
 Vill Kingston  
 Twp Kingston  
 Caro  
 Cass City  
 Clifford  
 Marlette  
 Mayville

**ELKTON EXCHANGE**

Huron County  
 Bad Axe  
 Kinde  
 Owendale  
 Pigeon

**MINDEN CITY EXCHANGE**

Sanilac/Huron County  
 City Minden  
 Deckerville  
 Harbor Beach  
 Ubly

**HARBOR BEACH EXCHANGE**

Huron County  
 City Harbor Beach  
 Bad Axe  
 Minden City  
 Port Hope  
 Ubly

**RICHMOND EXCHANGE**

Macomb/St. Clair County  
 City Richmond  
 Amada  
 Marine city  
 Memphis  
 New Baltimore  
 New Haven  
 Smiths Creek  
 St. Clair

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IMLAY CITY EXCHANGE  
Lapeer County  
City Imlay City  
Almont  
Brown City  
Capac  
Dryfen  
Lapeer  
North Branch

YALE EXCHANGE  
St. Clair/Sanilac County  
City Yale  
Avoca  
Brown City  
Capac  
Croswell  
Emmett  
Jeddo  
Peck

**5.4 Upper Peninsula Telephone Company Exchanges**

**Exchange  
or Zone**

**Local Calling Area**

Carney	Bark River, Carney, Escanaba, Faithorn, Hermansville, Powers, Stephenson, Wallace
Donken	Alston, Chassel, Donken, Houghton, Mass, Ontonagon, Tapiola
Drummon Island	Cedarville, Drummond Island, Detour, Kinross, Pixkford, St. Ignace, Sault Ste. Marie
Faithorn	Carney, Faithorn, Hermansville, Norway
Felch	Bark River, Channing, Cornell, Felch, Gwinn, Hermansville, Iron Mountain, Michigamme Forest, Norway, Poweras Republic, Watson
Fence River	Amasa, Channing, Crystal Falls, Fence River, L'Anse, Michigamme, Republic, Watton
Lake Gogebic	Bergland, Bruce Crossing, Ewen, Lake Gogebic, Marenisco, Watersmeet
Marenisco	Bergland, Bessemer, Bruce Crossing, Ironwood, Lake Gogebic, Marenisco, Wakefield, Watersmeet
Michigamme Forest	Gwinn, Ishpeming, Michigamme Forest, Negaunee, Republic, Felch, Watson
North Land O'Lakes	Eagle River (Wisconsin), Golden Lake, Land O'Lakes (Wisconsin), North Land O'Lakes (Michigan), Smoky Lake, Watersmeet

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**SECTION 5 SERVICE AREAS, CONT'D.**

**5.4 Upper Peninsula Telephone Company Exchanges, Cont'd.**

<b><u>Exchange or Zone</u></b>	<b><u>Local Calling Area</u></b>
Rexton	Brevort, Eckerman, Engadine, Hulbert, Newberry, Rexton, Trout Lake
Scott Point	Engadine, Gulliver, Scott Point
Smoky Lake	Eagle River (Wisconsin), Golden Lake, Iron River, North Land O'Lakes, Phelps (Wisconsin), Smoky Lake
Wallace	Carney, Escanaba, Menominee, Stephenson, Wallace
Watson	Cornell, Felch, Gwinn, Michigamme Forest, Rock, Watson

**5.4.1 Upper Peninsula Telephone Company Exchanges – Cities, Villages, and Townships**

<b>CARNEY EXCHANGE</b> Mecosta/Menominee Counties Vill Carney Twp Deerfield Twp Cedarville Twp Gourley Twp Holmes Twp Nadeau	<b>FELCH EXCHANGE</b> Dickinson/Menominee Counties Twp Breen Twp Flech Twp Norway Twp Sagola Twp Waucedeah Twp West Branch Twp Harris Twp Meyer Twp Spalding
<b>DONKEN EXCHANGE</b> Houghton/Ontonagon Counties Twp Adams Twp Elm River  Twp Portage Twp Stanton Twp Bohemia Twp Greenland	<b>FENCE RIVER EXCHANGE</b> Baraga/Iron Counties Twp Covington Twp Spurr Twp Crystal Falls Twp Mansfield
<b>DRUMMOND ISLAND EXCHANGE</b> Chippewa County Twp Drummond Island	<b>LAKE GOGEBIC EXCHANGE</b> Gogebic/Ontonagon Counties Twp Marenisco Twp Watersmeet Twp Bergland Twp Matchwood
<b>FAITHORN EXCHANGE</b> Menominee County Faithorn	

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MARENISCO EXCHANGE Gogebic/Ontonagon Counties Twp Bessemer Twp Erwin Twp Marenisco Twp Wakefield Twp Bergland	SCOTT POINT EXCHANGE Mackinac County Twp Newton Twp Garfield
MICHIGAMME FOREST EXCHANGE Marquette County Twp Ely Twp Tilden	SMOKY LAKE EXCHANGE Iron County Twp Stambaugh
NORTH LAND O'LAKES EXCHANGE Gogebic County Twp Watersmeet	WALLACE EXCHANGE Menominee County Twp Cedarville Twp Ingallston Twp Mellen
REXTON EXCHANGE Chippewa/Luce/Mackinac Counties Twp Hulbert Twp Trout Lake Twp Pentland Twp Garfield Twp Hendricks Twp Hudson	WATSON EXCHANGE Marquette County Twp Ewing Twp Forsyth Twp Wells

**5.5 CenturyTel of Upper Michigan, Inc. d/b/a CenturyLink Exchanges**

<b><u>Exchange or Zone</u></b>	<b><u>Local Calling Area</u></b>
Cedarville	Cedarville, Pickford
DeTour	DeTour, Drummon Island
Garden	Garden, Manistique
Gulliver	Gulliver, Manistique
Kinross	Kinross, Sault Ste. Marie
Manistique	Manistique, Garden, Gulliver
Pickford	Pickford, Cedarville
Rudyard	Rudyard

Issued under authority of the Michigan Public Service Commission in an order dated May 26, 2021, in Case No. U-20956.  
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Issued by: Bruce Moore, CEO Midwest Region, Highline Internet  
2222 N. Lincoln, Escanaba MI 49829, [info@highlinefast.com](mailto:info@highlinefast.com), 888-212-0054



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**SECTION 5 SERVICE AREAS, CONT'D.**

**5.5 CenturyTel of Upper Michigan, Inc. d/b/a CenturyLink Exchanges, Cont'd**

**5.5.1 CenturyTel of Upper Michigan, Inc. d/b/a CenturyLink Exchanges– Cities, Villages, and Townships**

CEDARVILLE EXCHANGE  
Cedarville  
Pickford

DETOUR EXCHANGE  
DeTour  
Drummond Island

GARDEN EXCHANGE  
Garden  
Manistique

GULLIVER EXCHANGE  
Gulliver  
Manistique

KINROSS EXCHANGE  
Kinross  
Sault Ste. Marie

MANISTIQUE EXCHANGE  
Manistique  
Garden  
Gulliver

PICKFORD EXCHANGE  
Pickford  
Cedarville

RUDYARD EXCHANGE  
Rudyard

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