

# A BRIEF HISTORY

In 1990, City Signal constructed an advanced fiber optic network blanketing the Greater Grand Rapids Area. This sophisticated fiber network supports businesses, hospitals, and school systems.

That laid the foundation for a new page in telecommunications history: *local service competition!* Until recently, local service had been a monopoly market with one sole provider. However, changes in the state laws made competition a reality. Now we are proud to be the first company licensed by the Michigan Public Service Commission to offer competitive local services.

Recently, we were awarded the Grand Rapids Area Chamber of Commerce "Small Business of the Year" award in recognition of our dedication to setting a standard of quality, innovation, and responsiveness unmatched in the market. In the pages that follow, you will find details about our services.

# **CUSTOMER CARE CENTER**

Customer Care is our highest priority.

In the unlikely event you should have  
a problem with your telephone service

or if you just have questions

or concerns, call

The Customer Care Center at

**616-224-4200.**

We will do whatever it takes

to serve you quickly

and efficiently.

# RIGHTS & RESPONSIBILITIES OF OUR CUSTOMERS

## Billing Information

### PAYING YOUR BILL

You may pay your bill by mail or by credit card (Visa or Mastercard). When paying by mail, be sure to allow enough time for payment to reach our billing department by the payment due date. The payment due date is printed on the center portion of your bill. Payment must be received by this date. Late charges may apply if payment is made after the payment due date. It is important to maintain a record of your bill payment including check numbers.

Payment by credit card must be pre-approved. Call The Customer Care Center to make arrangements for paying by credit card.

### LATE PAYMENTS AND DISCONNECTION OF SERVICE

Call the Billing Department at 616-224-4500 if you can't pay your bill on time. We may be able to help you.

Every attempt will be made to notify you before any disconnection of service occurs.

### QUESTIONS ABOUT YOUR BILL

If you have any questions about your bill, please call The Customer Care Center.

### COMPLAINTS

We are committed to providing premier, quality service to our customers. However, we recognize that miscommunications and/or problems may occur that warrant special handling. In the event that you experience a service difficulty, please call The Customer Care Center for prompt attention. If a Customer Care Center representative cannot resolve the problem, a service supervisor will be assigned to your complaint.

You may also notify the Michigan Public Service Commission at 1-800-292-9555 or write them at:

Michigan Public Service Commission  
P.O. Box 30221  
Lansing, MI 48909

TDD users may also call toll-free 1-800-443-8926.

**CUSTOMER CARE CENTER 616-224-4200**

# EMERGENCY NUMBERS

## Michigan State Police

|                  |                      |
|------------------|----------------------|
| Grand Haven Post | 1-616-842-3460       |
| Rockford Post    | 866-4411 or 242-6684 |
| Wayland Post     | 1-616-877-4645       |

## County Sheriff

|                        |                |
|------------------------|----------------|
| Kent County Sheriff    | 336-3113       |
| Ottawa County Sheriff  | 1-616-772-1840 |
| Allegan County Sheriff | 1-616-673-5170 |

## Grand Rapids Police

|                     |                 |
|---------------------|-----------------|
| Non-Emergency Calls | 911<br>456-3400 |
|---------------------|-----------------|

## Other Emergency Numbers

|                           |                |
|---------------------------|----------------|
| FBI Grand Rapids          | 456-5489       |
| if no answer, Detroit     | 1-313-965-2323 |
| U.S. Coast Guard          |                |
| Search and Rescue         | 1-616-847-4517 |
| if no answer              | 1-800-492-5983 |
| Arson Control             | 1-800-442-7766 |
| Regional Poison           |                |
| Information Center        |                |
| (616 area code only)      | 1-800-632-2727 |
| 800 - POISON 1            | 1-800-764-7661 |
| Report All Poaching (DNR) | 1-800-292-7800 |
| U.S. Marshal              |                |
| Grand Rapids              | 456-2438       |
| U.S. Secret Service       |                |
| Grand Rapids              | 454-4671       |

**CUSTOMER CARE CENTER 616-224-4200**

# GENERAL INFORMATION

## Safety Tips

We have invested in safety equipment to make our telephone service safe under almost any circumstances. However, we offer a few "common sense" tips.

- Do not use your telephone during a thunderstorm unless it is an emergency or urgent situation.
- Do not use your telephone in the bathtub, shower, or around other water conditions.
- Emergency communications are vital in certain circumstances and the telephone lines should be kept as clear as possible. In the event of a tornado, flood, or other natural disaster, please use your telephone sparingly.

## Illegal Use of Telephone

We have a vested interest in you as a consumer and are therefore concerned about illicit use and safety of our telephone services. You as a customer are protected by law against illegal wiretapping and fraud. If you believe that you have been subject to any illegal activity, we encourage you to call The Customer Care Center. Your inquiry will receive prompt attention and will be held in strictest confidence.

## Obscene and Harassing Calls

It is a criminal offense for anyone to make obscene or harassing phone calls. If such calls persist, contact your local Law Enforcement Agency to file a complaint. Then call The Customer Care Center.

## Providing Your Own Phone

You must provide your own telephone to utilize phone service. Telephones can be obtained from various vendors.

## Choosing a Long Distance Company

You must select your long distance carrier for calls outside of the local area. You may also dial any long distance carrier by dialing 10 + Carrier's Access Code (10xxx + 1 + area code + local number).

## Miss Dig

Call toll free 1-800-482-7171. Public Act 53 effective April 1, 1975 was amended on December 21, 1989 by House Bill No. 5085. As of October 1, 1990 you must notify MISS DIG of intent to excavate, tunnel, drill, bore, discharge explosives, or demolish. The notice must be given at least 3 full working days, excluding Saturdays, Sunday and holidays, and not more than 21 calendar days ahead of time.

**CUSTOMER CARE CENTER 616-224-4200**

# OPERATOR ASSISTED AND OTHER CALLS

## Operator Assisted Calls

To make an operator assisted call, dial 0 + area code + seven digit number. When the operator answers, state the type of call you are making. For an additional charge, the operator will place the following types of calls:

**Collect Call.** The party you are calling agrees to pay for the call.

**International Call.** You can usually direct dial, but your inter-LATA long distance company operator will either handle the call or provide information.

**Person-To-Person Call.** The operator will complete the call only to the person or extension you request. If you do not reach the right person or extension, you will not be charged.

**Third Number Billing.** After operator verification, your call may be billed to a phone other than the one you are calling to or from.

## Michigan Relay Center

The Michigan Relay Center enables hearing or speech impaired persons using text-telecommunications devices for the deaf (TDDs) or similar devices to communicate freely with the hearing population not using TDDs and vice versa. The Relay Center attendant receives the TDD call and then places a voice call to the hearing party and then relays the hearing party's voice message in a typed format back to the hearing or speech impaired person's TDD. Or in the reverse, the attendant can relay voice messages received by the Relay Center to people who have a TDD. All calls are confidential and billed as if they were dialed direct. The service is provided 24 hours per day, seven days a week. We will provide TDD equipment at cost. For information, call toll free 1-800-649-3777.

**CUSTOMER CARE CENTER 616-224-4200**

# DIRECTORY LISTING OPTIONS WHITE PAGES

## Pricing Information - TDI Phone Book

### ADDITIONAL LISTING

Residence .....\$6.91/month  
Business .....\$6.91/month

A separate, distinct listing appears in the directory.

### PRIVATE LISTING SERVICE (NON-PUBLISHED NUMBER)\*\*

Residence and Business .....\$1.00/month

An optional service that provides customer privacy by omitting their phone number from the directory and from information service.

### SEMI-PRIVATE LISTING SERVICE\*\*

Residence and Business .....\$1.00/month

### VIP LISTING - TDI

Residence and Business ..... Call the Customer Care Center  
Large, bold letters, extra white space and black lines distinguish your listing from others.

\*\*Neither the Private nor the Semi-Private Listing Service prevent customers' numbers from being displayed when they call 911 or a party with Caller ID.

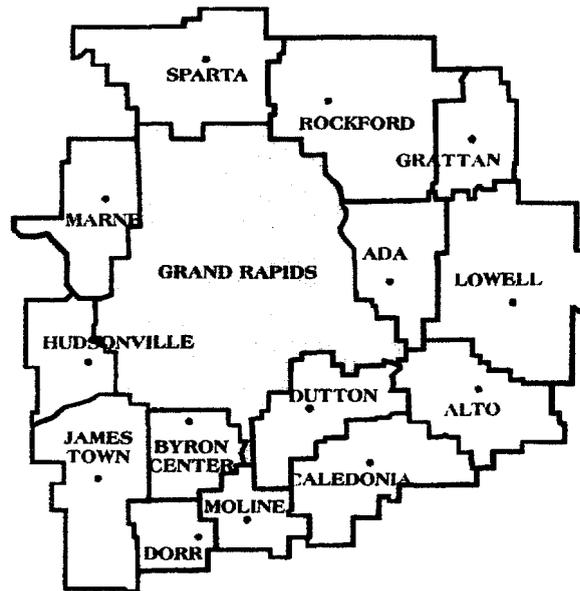
### Additional Directories

To obtain additional directories or to change the number of directories you currently receive, call The Customer Care Center. There may be a charge for some directories.

**CUSTOMER CARE CENTER 616-224-4200**

# LOCAL CALLING AREA

## LOCAL CALLING AREA



All calls from Grand Rapids to any of the above outlying areas are local calls. All calls outside of this calling area are either toll calls (within 616) or long distance. Separate charges will apply to toll calls and long distance calls.\*

### Dialing Instructions

|                      |   |
|----------------------|---|
| Local Service        | 7 digit local number  |
| Toll Calls           | 1 + 616 + local number  |
| Long Distance*       | 1 + area code + local number  |
| Operator Assisted    | 0 + area code + local number  |
| Directory Assistance | 1 + 616 + 555-1212<br>outside 616 area,<br>1 + area code + 555-1212 |

\*You must select your long distance carrier for calls outside of the 616 area. You may also dial any long distance carrier by dialing the Carrier's Access Code (10xxx + 1 + area code + local number).

**CUSTOMER CARE CENTER 616-224-4200**

# OPTIONAL FEATURES

## Basic Call Forwarding

Basic Call Forwarding allows you to forward incoming calls to other local and long distance locations.

- Rate elements:
  - Installation charge
  - Monthly recurring charge
  - Per minute/message charge (depending on the designation of the forwarded call).
- Instructions:
  - To Forward calls:  
Dial **\*72** . Wait for the tone, then dial the number to which you wish to forward all calls. When your call is answered, Call Forwarding is activated. If your call is not answered, dial **\*72** a second time to activate Call Forwarding.
  - To disengage Forwarding of calls:  
Dial **\*73** . Wait for 2 beeps and dial tone, then hang up.
- The Call Forward destination can only be changed when Call Forward instructions are made from your phone.

## Call Waiting

While you are on the phone, Call Waiting alerts you of another incoming call. You can put the original call on hold, answer the second call, and switch back and forth between the two calls.

- Rate elements:
  - Installation charge
  - Monthly recurring charge
- Instructions:
  - To answer a second incoming call:  
If you hear the tone while on a call, press the receiver button or press the call waiting key (if available on your phone set). The original call will be put on hold and you can speak with the second caller. To switch back to the first caller, press the receiver button or press the call waiting key.
  - To temporarily deactivate Call Waiting before making a call: Dial **\*70** . Listen for the dial tone, then dial the desired number. Call Waiting will be automatically reactivated after you hang up from the call.

**CUSTOMER CARE CENTER 616-224-4200**

# OPTIONAL FEATURES

## 3-Way Conference Calling

3-Way Conference Calling allows you to conduct a phone conversation with two other participants simultaneously.

- Rate elements:
  - Installation charge
  - Monthly recurring charge
  - Applicable local, intralata, interlata, or international charges also apply.
- Instructions:
  - To establish a 3-Way Conference Call:  
After establishing a normal two-way phone conversation, press the receiver button once (this puts the party on hold). Listen for the dial tone, then dial the telephone number of the third party. When the third party answers, press the receiver button to connect all three parties on the same call. If there is no answer, or the wrong person answers, depress the receiver button twice to return to the first party.

## Enhanced Conference Calling

Our conference center is staffed 24 hours per day, 7 days a week. We offer Meet-Me Calls, 800 Dial-In Calls, Dial-Out Calls, Polling, Q & A, Broadcasts, Listen Only, Blast Dialing, Secured Calls, Conference Taping, and more for 4 to 3,500 participant calls.

For more information call: 800-291-JOIN (5646).

## Caller Identification\*

Caller Identification (ID) provides delivery of the caller's telephone number to the called party. This feature requires certain display equipment. Caller Identification equipment may be obtained from various suppliers.

- Rate elements:
  - Monthly recurring charge

\*When placing a call, to prevent your number from appearing on the called party's display box:

Press **\*|\*6|\*7|** before placing an outbound call.  
A series of tones followed by a dial tone confirms that call block is activated. Dial the desired number.

**CUSTOMER CARE CENTER 616-224-4200**



2855 Oak Industrial Dr. NE  
Grand Rapids, MI 49506-1277  
616-224-4200

**APPENDIX B**

**BROOKS' REGULATORY STATUS  
AND LOCAL SERVICE TARIFFS**

## **BROOKS REGULATORY STATUS**

On January 17, 1996, Brooks Fiber Properties, Inc. acquired City Signal, Inc., a provider of competitive access and local exchange services in Michigan and Ohio. City Signal, Inc. was formerly a subsidiary of US Signal. In Michigan, Brooks operates as a CLEC. On August 6, 1996, the Michigan PSC approved Brooks' application for expansion of its local phone service area to include Ann Arbor and Lansing. Previously Brooks had been certified to provide service in the Grand Rapids, Holland, Traverse City, and Zeeland areas.

## **MICHIGAN PSC FILINGS**

Tariffs for the following Brooks local services became effective on the following dates in Michigan:

| <u>Service</u>                                  | <u>Effective Date</u> |
|---|-----------------------|
| US Signal, Non-Recurring Rates                  | March 28, 1995        |
| US Signal, Interzone Message Charges            | March 28, 1995        |
| US Signal, Residential Service Options          | March 28, 1995        |
| US Signal, DID Trunk and Station Number Charges | October 24, 1995      |
| US Signal, Local Message Charges                | October 24, 1995      |
| Brooks, Monthly Recurring Rates                 | February 7, 1996      |

SECTION 4 - USS LOCAL SERVICE, CONT'D

4.3 USS Local Rates

Non-recurring and monthly recurring rates apply per USS Local Service.

4.3.1 Non-Recurring Rates

The following non-recurring rates apply per USS Local Service upon (a) installation of a new service; (b) transfer of an existing service to a different Point of Connection; or (c) a change from one type of service to a different type at the same or different location, such as a change from a Standard Trunk to Standard Line service or vice versa. Tariffed charges do not include unregulated functions such as inside wire and jack installation.

|  | CONNECTIONS |                     |
|--|-------------|---------------------|
|  | First       | Add'l. <sup>1</sup> |
| USS Standard Line                              |             |                     |
| Business                                       | \$40.00     | \$20.00             |
| Residential                                    | \$40.00     | \$40.00             |
| USS Standard Business Trunk                    | \$40.00     | \$20.00             |
| USS Digital Business Line/<br>Trunk Ports      |             |                     |
| 24 port facility                               | \$500.00    |                     |
| USS Primary Rate Interface<br>24 port facility | \$1,000.00  |                     |



<sup>1</sup>Additional lines of the same type as the first line, purchased at the same time and at the same Point of Connection as the first line.

Issued under authority of M.P.S.C. order dated October 12, 1994

Case No. U-10555

Issued: March 27, 1995

Effective: March 28, 1995

By: Brad Evans, Executive Vice President  
2855 Oak Industrial Drive N.E.  
Grand Rapids, MI 49506

**SECTION 4 - BROOKS LOCAL SERVICE, CONT'D**

**4.3.2 Monthly Recurring Rates**

**Line Charges** The following monthly recurring rates apply per Brooks Local Standard Service:

**Connections** (All connections include touch-tone)

**Brooks Standard Business Line/Trunk per connection:**

| <u>Term Plan</u> | <u>Monthly Recurring Charge</u> |             |
|------------------|---------------------------------|-------------|
| Month-to-Month   | \$12.80                         | Per circuit |
| 1 Year           | \$12.50                         | Per circuit |
| 2 Years          | \$12.25                         | Per circuit |
| 3 Years          | \$11.75                         | Per circuit |
| 5 Years          | \$11.25                         | Per circuit |

| <b>Brooks Standard Line/Residential</b> | <u>1 Yr.</u> | <u>2 Yr.</u> | <u>3 Yr.</u> | <u>5 Yr.</u> |       |
|---|--------------|--------------|--------------|--------------|-------|
| Flat                                    | \$12.70      | 12.38        | 12.07        | 11.74        | 11.43 |
| Measured                                | \$ 9.90      | 9.65         | 9.40         | 9.10         | 8.41  |

**Brooks Digital Line/Trunk**

| <u>Term Plan</u> | <u>Monthly Recurring Charge</u> |             |
|------------------|---------------------------------|-------------|
| 24 Port Facility | \$75.00                         | Per T-1     |
| Month-to-Month   | \$ 9.50                         | Per circuit |
| 1 Year           | \$ 8.75                         | Per circuit |
| 2 Years          | \$ 7.90                         | Per circuit |
| 3 Years          | \$ 6.85                         | Per circuit |
| 5 Years          | \$ 6.45                         | Per circuit |

**Brooks Primary Rate Interface**

| <u>Term Plan</u> | <u>1st DS-1</u> | <u>Monthly Recurring Charge</u> |                                    |
|------------------|-----------------|---------------------------------|------------------------------------|
|                  |                 | <u>2nd DS-1</u>                 | <u>3rd &amp; Subsequent DS-1's</u> |
| Month-to-Month   | \$300.00        | \$200.00                        | \$150.00                           |
| 1 Year           | \$250.00        | \$150.00                        | \$100.00                           |
| 2 Years          | \$225.00        | \$125.00                        | \$ 75.00                           |
| 3 Years          | \$200.00        | \$100.00                        | \$ 50.00                           |
| 5 Years          | \$150.00        | \$ 75.00                        | \$ 35.00                           |



Issued under authority of M.P.S.C. order dated December 22, 1992

Case No. U-10064

Issued: February 6, 1996

Effective: February 7, 1996

By: Brad Evans, Executive Vice President  
2855 Oak Industrial Drive N.E.  
Grand Rapids, MI 49506

**SECTION 4 - USS LOCAL SERVICE, CONT'D**

**Introductory Bonus Credit**

A \$.95 credit applies to standard business line and digital business line connections when the customer orders service through 1995.

**Early Termination Penalty**

If the customer terminates their term plan prior to its completion, the customer will be responsible for reimbursing US Signal for 65% of the connection charges (including the Federal Line Charge) for the number of months remaining on the term plan contract.

**4.3.3 DID Trunk and Station Number Charges**

The following rates apply for equipping USS Local Standard Trunks or Digital Trunk Ports for Direct Inward Dialing service, and for assignment of station numbers.

|                           | <u>Monthly Rates</u> | <u>Installation Charge</u> |
|---------------------------|----------------------|----------------------------|
| DID Initial Service Setup | N/A                  | \$500.00                   |
| Per DID-Equipped Trunk    |                      |                            |
| One-way                   | \$ 7.50*             | \$ 30.00**                 |
| Two-way                   | \$ 5.00*             |                            |
| Each group of 20          |                      |                            |
| DID Station Numbers       | \$ 4.00              | \$ 25.00*                  |

(N)

\*Does not apply to USS Primary Rate Interface Service

\*\*Does not apply if this capability is ordered at the time of initial service installation.

If two-way DID service is provided to a customer location, all lines serving that location must be equipped for two-way DID service.

**4.4 Local Message Charges**

Except as provided in section 4.6 of this tariff for residential Customers, a local message charge as stated below applies to each completed call within the Customer's Local Calling Area, regardless of distance, duration, or time of day:

|                       | <u>Per Call</u> | <u>Monthly Local Call Usage</u> | <u>Retroactive Volume Discounts</u> |
|-----------------------|-----------------|---------------------------------|-------------------------------------|
| Business Customers    | \$ .08          | \$0 - \$999.99                  | 0%                                  |
| Residential Customers | \$ .06          | \$1,000.00 +                    | 5%                                  |



Issued under authority of M.P.S.C. order dated December 22, 1995

Case No. U-10064

Issued: October 23, 1995

Effective: October 24, 1995

By: Brad Evans, Executive Vice President  
2855 Oak Industrial Drive N.E.  
Grand Rapids, MI 49506

---

**SECTION 4 - USS LOCAL SERVICE, CONT'D**

**4.5 Interzone Message Charges**

Basic Rate Schedule - Applies to each Interzone Call and to all time periods

|                     |  |
|---------------------|--|
| <u>First Minute</u> | <u>Each Additional 6 (six) Seconds</u> |
| \$ .132             | \$ .0084                               |

**4.6 Residential Service Options**

Residential Customers may order local calling service under either of the following options:

**4.6.1 Measured Service Option**

Customers electing this option may make local calls, up to the allowance set forth below, at no additional charge. Local Message charges as set forth in 4.4 preceding, apply to calls in excess of this allowance.

|                   |          |
|-------------------|----------|
| Monthly Allowance | 50 calls |
|-------------------|----------|

This call allowance is applied per line, per month. Unused calls, or calls over the allowance on any line, may not be carried over to another month or transferred to another line when two or more lines are consolidated for billing purposes.

**4.6.2 Flat Rate Option**

The monthly rate for Flat Rate residence service entitles the Customer to 400 outgoing calls per month within the Local Service Area, without additional charge. This call allowance is applied per line, per month. Unused messages, or messages over the allowance on any line, may not be carried over to another month or transferred to another line when two or more lines are consolidated for billing purposes.



---

Issued under authority of M.P.S.C. order dated October 12, 1994

Case No. U-10555

Issued: March 27, 1995

Effective: March 28, 1995

By: Brad Evans, Executive Vice President  
2855 Oak Industrial Drive N.E.  
Grand Rapids, MI 49506

**SECTION 4 - USS LOCAL SERVICE, CONT'D**

Each call within the Local Service Area in excess of the 400 call allowance is subject to Local Message charges as set forth in 4.4, preceding, except in the following cases:

- a. Upon sufficient notice to USS, a customer who has reached the age of 60 years or more, or who is handicapped, as defined by Section 102(g) of PA 179, 1991, is exempt from the 400 calls per month limitation and may receive a flat rate allowing unlimited calls per month.
- b. Upon sufficient notice to USS, a customer who is voluntarily providing a service for an organization classified by the Internal Revenue Service as a Section 501(c)(3) or (19) organization, or a congressionally chartered veterans organization, or their duly authorized foundations, is exempt from the 400 calls per month limitation.

**4.7 Customer Owned Coin Operated Telephone Service (COCOTS)**

**4.7.1 Description**

- A. Customer-owned coin-operated telephone service (COCOTS) provides a business one-party measured rate exchange service to be used with a customer-owned, coin-operated telephone set.
- B. COCOTS is the only service available for use with customer-provided, coin-operated telephone sets.
- C. COCOTS will be provided only where facilities are available.
- D. COCOTS provides for outgoing and incoming calling.
- E. Selective call screening is provided where facilities are available.
- F. Directory listings are available as regularly provided with business service.



Issued under authority of M.P.S.C. order dated October 12, 1994

Case No. U-10555

Issued: March 27, 1995

Effective: March 28, 1995

By: Brad Evans, Executive Vice President  
2855 Oak Industrial Drive N.E.  
Grand Rapids, MI 49506

## APPENDIX C

### BROOKS LOCAL SERVICE SAMPLE INVOICES

## RESIDENTIAL INVOICE



ACCOUNT NO.:

7/01/96

PAGE 1

SUMMARY OF CHARGES

|                                      |               |
|--------------------------------------|---------------|
| Local Service Usage                  | 23.25         |
| Billing Services for Other Carriers  | 24.73         |
| Federal Line Charges                 | 3.50          |
| 911 Service Charge                   | .14           |
| Federal Tax                          | 1.54          |
| State Tax                            | 3.10          |
| Municipality Fee                     | .52           |
| <b>TOTAL CURRENT CHARGES</b>         | <b>56.78</b>  |
| Total Amount of Last Bill            | 311.08        |
| Less Payments Applied through JUN 30 | 49.29         |
| Adjustments Applied                  | .00           |
| <b>Balance</b>                       | <b>318.57</b> |
| <b>TOTAL AMOUNT DUE BY 07/21/96</b>  | <b>318.57</b> |

Monthly service charges are for current period  
Call charges are billed for previous period

A FINANCE CHARGE OF 1.5% MAY BE APPLIED IF PAYMENT IS NOT RECEIVED DURING CURRENT MONTH

FOR SERVICE INQUIRIES CALL: 1-800-7 SIGNAL (800-774-4625)

-----  
PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT  
MAKE CHECK PAYABLE TO BROOKS FIBER COMMUNICATIONS

ACCOUNT NO.:

7/01/96

DEPT# 70701  
BROOKS FIBER COMMUNICATIONS  
P O BOX 55000  
DETROIT, MI  
48255-0707

TOTAL AMOUNT DUE 318.57

## SUMMARY-OVERVIEW OF CHARGES, DISCOUNTS AND CREDITS.

|                                     | <u>Gross</u><br><u>Amt</u> | <u>Vol.</u><br><u>Disc.</u> | <u>Terms</u><br><u>Disc.</u> | <u>Other</u><br><u>Disc.</u> | <u>Net</u><br><u>Amt</u> |
|-------------------------------------|----------------------------|-----------------------------|------------------------------|------------------------------|--------------------------|
| Local Usage                         |                            |                             |                              |                              |                          |
| Local Monthly Recurring Chg         | 9.90                       | .00                         | .00                          | .00                          | 9.90                     |
| Introductory Bonus                  | .95CR                      | .00                         | .00                          | .00                          | .95CR                    |
| Enhanced Services                   | 3.20                       | .00                         | .00                          | .00                          | 3.20                     |
| Local Service charges               | .00                        | .00                         | .00                          | .00                          | .00                      |
| Intra Lata Call Charges             | 11.10                      | .00                         | .00                          | .00                          | 11.10                    |
|                                     | <u>23.25</u>               | <u>.00</u>                  | <u>.00</u>                   | <u>.00</u>                   | <u>23.25</u>             |
| Operator & Directory Asst. Usage    | .00                        | .00                         | .00                          | .00                          | .00                      |
| Billing Services for Other Carriers | 24.73                      | .00                         | .00                          | .00                          | 24.73                    |
|                                     | <u>24.73</u>               | <u>.00</u>                  | <u>.00</u>                   | <u>.00</u>                   | <u>24.73</u>             |
| Directory Charges                   | .00                        | .00                         | .00                          | .00                          | .00                      |
| Carrier Change Charge               | .00                        | .00                         | .00                          | .00                          | .00                      |
| Non-Recurring Charges               | .00                        | .00                         | .00                          | .00                          | .00                      |
| Monthly Service Charges             | .00                        | .00                         | .00                          | .00                          | .00                      |
| Promotional Credit                  | .00                        | .00                         | .00                          | .00                          | .00                      |
| Other Charges & Credits             | .00                        | .00                         | .00                          | .00                          | .00                      |
| Federal Line Charge 1 Unit(s)       | 3.50                       | .00                         | .00                          | .00                          | 3.50                     |
| 911 Service Charge 1 Unit(s)        | .14                        | .00                         | .00                          | .00                          | .14                      |
| Federal Tax                         | 1.54                       | .00                         | .00                          | .00                          | 1.54                     |
| State Tax                           | 3.10                       | .00                         | .00                          | .00                          | 3.10                     |
| Local Tax                           | .00                        | .00                         | .00                          | .00                          | .00                      |
| Municipality Fee                    | .52                        | .00                         | .00                          | .00                          | .52                      |
| TOTAL CURRENT CHARGES               | <u>56.78</u>               | <u>.00</u>                  | <u>.00</u>                   | <u>.00</u>                   | <u>56.78</u>             |

## SUMMARY OF LOCAL CALLS

When inquiries may be directed to the following address:

Brooks Fiber Communications  
 15 Oak Industrial Drive  
 Grand Rapids MI 49506

An inquiry or complaint about any page of this bill as rendered or about service provided should be directed to the Customer Care phone number shown on page 1 of this bill.

Rate schedules for Brooks Fiber Communications are available and will be mailed upon request.

Brooks Fiber Communications is regulated by the Michigan Public Service Commission, Lansing, Michigan.

|                 | <u>CALLS</u> | <u>GROSS<br/>AMT</u> | <u>DISCOUNT</u> | <u>NET<br/>AMT</u> | <u>FED<br/>TAX</u> | <u>STATE<br/>TAX</u> | <u>LOCAL<br/>TAX</u> | <u>NET<br/>AMT</u> |
|-----------------|--------------|----------------------|-----------------|--------------------|--------------------|----------------------|----------------------|--------------------|
| Peak            | 0            | .00                  | .00             | .00                | .00                | .00                  | .00                  | .00                |
| Off Peak        | 0            | .00                  | .00             | .00                | .00                | .00                  | .00                  | .00                |
| Totals          | <u>0</u>     | <u>.00</u>           | <u>.00</u>      | <u>.00</u>         | <u>.00</u>         | <u>.00</u>           | <u>.00</u>           | <u>.00</u>         |
| Local Calls     | 96           |                      |                 |                    |                    |                      |                      |                    |
| Total Local Svc | <u>96</u>    |                      |                 |                    |                    |                      |                      |                    |

CALLS FROM 816/222

| NO. | DATE  | TIME    | PLACE         | NO. CALLED | PERIOD | MINS | AMOUNT |
|-----|-------|---------|---------------|------------|--------|------|--------|
| 1.  | 08 01 | 02:37PM | CONKLIN MI    | 616-889-   | N      | 4.7  | .71    |
| 2.  | 08 04 | 03:44PM | ALLEGAN MI    | 616-673-   | D      | 1.4  | .25    |
| 3.  | 08 04 | 03:51PM | DELTON MI     | 616-823-   | D      | 23.8 | 4.28   |
| 4.  | 08 05 | 12:51PM | KALAMAZOO MI  | 616-378-   | D      | 1.9  | .34    |
| 5.  | 08 07 | 10:39AM | ALLEGAN MI    | 616-673-   | D      | 3.3  | .59    |
| 6.  | 08 07 | 04:59PM | GREENVILLE MI | 616-754-   | D      | 4.2  | .65    |
| 7.  | 08 07 | 05:49PM | GREENVILLE MI | 616-754-   | E      | .5   | .08    |
| 8.  | 08 07 | 05:50PM | GREENVILLE MI | 616-754-   | E      | 3.4  | .51    |
| 9.  | 08 10 | 02:50PM | HOLLAND MI    | 616-385-   | D      | .5   | .09    |
| 10. | 08 13 | 01:58PM | GREENVILLE MI | 616-754-   | D      | 10.8 | 1.91   |
| 11. | 08 18 | 04:55PM | GREENVILLE MI | 616-754-   | N      | .7   | .11    |
| 12. | 08 21 | 08:20PM | GREENVILLE MI | 616-754-   | E      | .7   | .11    |
| 13. | 08 21 | 08:47PM | GREENVILLE MI | 616-754-   | E      | 3.5  | .53    |
| 14. | 08 25 | 10:54AM | HAMILTON MI   | 616-751-   | D      | .8   | .14    |
| 15. | 08 25 | 11:08AM | GREENVILLE MI | 616-754-   | D      | 3.7  | .67    |
| 16. | 08 28 | 10:33AM | HAMILTON MI   | 616-751-   | D      | .7   | .13    |

TOTAL FOR

11.10

CALL SUMMARY FOR

| NUMBER CALLS | NUMBER MINS | AMOUNT |
|--------------|-------------|--------|
| 16           | 84.4        | 11.10  |

INCOLLECT CALLS SUMMARY

ollect  
alling Card  
ay  
vening  
all Forwarding  
hird Number  
hree Way

I Special  
L Late Night  
M Multiple Rate Period  
N Night/Weekend  
O Operator Completed Way  
(Dial Rates Apply)

P Person to Person  
R Standard-Overseas  
S Station to Station  
T Discount-Overseas  
X Conference  
Y Economy-Overseas

arged For:

MCI SERVICES-MCI

Billing Inquiry 800-444-4444

| Date  | Time  | Place      | Called From | Called To | Mins  | Amount       | Code |
|-------|-------|------------|-------------|-----------|-------|--------------|------|
| 04 03 | 08:09 | MILFDMH LK | MI 818-222- | 810-885-  | 7.00  | 1.54         | N    |
| 04 05 | 18:24 | PALOS PARK | IL 818-222- | 708-974-  | 2.00  | 1.35         | D    |
| 04 06 | 13:05 | DETROIT    | MI 616-222- | 313-295-  | 5.00  | .63          | N    |
| 04 06 | 13:15 | DETROIT    | MI 616-222- | 313-291-  | 1.00  | .13          | N    |
| 04 06 | 13:15 | DETROIT    | MI 616-222- | 313-291-  | 2.00  | .26          | N    |
| 04 08 | 19:01 | LANSING    | MI 616-222- | 517-323-  | 27.00 | 3.22         | D    |
| 04 07 | 13:17 | MILFDMH LK | MI 616-222- | 810-885-  | 2.00  | .26          | N    |
| 04 15 | 17:38 | MILFDMH LK | MI 616-222- | 810-884-  | 4.00  | .66          | D    |
| 04 18 | 11:54 | MIDLAND    | MI 818-222- | 517-836-  | 2.00  | .45          | N    |
| 04 20 | 09:50 | WALLEDLAKE | MI 616-222- | 810-889-  | 15.00 | 1.88         | N    |
| 04 21 | 13:45 | PORT HURON | MI 616-222- | 810-987-  | 2.00  | .28          | N    |
| 04 25 | 14:43 | LANSING    | MI 616-222- | 517-377-  | 1.00  | .24          | D    |
| 04 25 | 14:44 | GRANDLEDGE | MI 616-222- | 517-827-  | 1.00  | .23          | D    |
| 04 25 | 20:14 | GRANDLEDGE | MI 616-222- | 517-827-  | 2.00  | .31          | E    |
| 04 26 | 08:11 | W BOYLSTON | MA 616-222- | 508-835-  | 2.00  | 1.35         | N    |
| 04 26 | 19:27 | MILFDMH LK | MI 616-222- | 810-884-  | 1.00  | .17          | D    |
| 04 26 | 20:08 | MILFDMH LK | MI 616-222- | 810-884-  | 11.00 | 1.81         | E    |
| 04 29 | 20:01 | MIDLAND    | MI 616-222- | 517-839-  | 7.00  | 1.15         | E    |
| 04 30 | 21:58 | FLUSHING   | MI 616-222- | 810-859-  | 43.00 | 7.05         | E    |
| 05 02 | 18:43 | LANSING    | MI 616-222- | 517-323-  | 1.00  | .17          | D    |
| 05 02 | 19:56 | LANSING    | MI 616-222- | 517-323-  | 2.00  | .33          | D    |
| 05 05 | 20:16 | WALLEDLAKE | MI 616-222- | 810-889-  | 1.00  | .17          | E    |
| 05 05 | 20:55 | PALOS PARK | IL 616-222- | 708-974-  | 2.00  | 1.11         | E    |
|       |       |            |             |           |       | <u>24.73</u> |      |

al For  
il Summary For  
ber  
calls

| calls | Mins   | Number<br>Amount |
|-------|--------|------------------|
| 23    | 143.00 | 24.73            |