Business Telecom, Inc. d/b/a EarthLink Business

PSC No. 2 - Telephone

Effective Date: September 12, 2012

Leaf 35 Revision: 0 Superseding Revision:

INTEREXCHANGE SERVICES TARIFF

SECTION 2 - RULES AND REGULATIONS (CONT'D.)

2.21 Designation of Company Contact

The Customer is required to designate a contact person to the Company who is empowered to transact all correspondence with the Company regarding the Customer's account. Specifically, the Customer Contact will be responsible for corresponding with the Company on all moves, adds, changes, disputes and cancellation requests. The Company will neither accept nor be bound by any request not submitted by the specified Company Contact. Any change by the Customer pertaining to the Company Contact must be provided to the Company in either written or verbal format.

Issued by: Vice President, Tax, Atlanta, GA 30309