

7037 Old Madison Pike Huntsville, AL 35806 256-382-2230 256-382-3936 (Fax)

## VIA ELECTRONIC FILING

April 27, 2006

Ms. Colleen M. Dale Secretary Missouri Public Service Commission 200 Madison Street P. O. Box 360 Jefferson City, Missouri 65102-0360

RE: Case No. XN2006-0407, Supplemental Tariff Page filed icw/Notification of the Name Change of ITC^DeltaCom Communications, Inc. to DeltaCom, Inc. doing business as DeltaCom Business Solutions, Inc.

Dear Ms. Dale:

Enclosed please find the following supplemental tariff page being filed pursuant to the request of Ms. Sara Buyak:

Original Page 31

Should you have any questions concerning this matter, please do not hesitate to contact me.

Sincerely,

Jean Houck Senior Manager, Regulatory

## **SECTION 2.0 - RULES AND REGULATIONS, (CONT'D.)**

## 2.15 Cancellation of Service, (Cont'd.)

## 2.15.3 Cancellation by the Customer with Cause

(A) Business Customers. If the Customer is not satisfied with any service provided by the Company, Customer shall provide written notice specifying the performance deficiency in the service and allow DeltaCom 20 business days ("Notice Period") to bring the deficient performance to customarily acceptable industry performance standards ("Cure"), or if not capable of Cure within such notice period, make reasonable progress toward such Cure during the Notice Period. The written notice must cite this provision and reasonably detail the deficient performance.

Should the Customer and the Company agree in writing that the Company failed to provide a cure or make progress toward such cure within the Notice Period, the Company will cancel the Customer's agreement upon request of the Customer.

If the Customer is receiving multiple types of services, or receiving services at multiple locations, the Customer's right to terminate service(s) as set forth in this section shall be limited to termination of the affected service(s) only or at the affected location(s) only.

The Customer is responsible for payment of all charges for service furnished through the cancellation date specified by the Customer or until the date written cancellation notice is received, whichever is later. The Customer must provide 30 days written notice of cancellation in advance.

All written Notices under this section must be submitted by mail, registered, or certified mail, return receipt requested to Customer Care Center, Attn: Disconnect Processing Team, P.O. Box 1301 Arab, AL 35016; or by email with confirmed receipt by DeltaCom to <a href="mailto:disconnect@deltacom.com">disconnect@deltacom.com</a>; or by facsimile transmission, with confirmed receipt by DeltaCom to 1-800-488-1386 and received by DeltaCom 30 days prior to the discontinuance becoming effective.

**(B)** Residential Customers. Pursuant to 4 CSR 240-33.070, residential customers may provide written or verbal notice for cancellation of service under this section.

Issued: April 10, 2006 Effective: May 10, 2006

By: