

Local Exchange Services

**REGULATIONS AND SCHEDULE OF INTRASTATE CHARGES
APPLYING TO LOCAL EXCHANGE SERVICE
WITHIN THE STATE OF ARIZONA**

This tariff contains the description, regulations, and rates applicable to the furnishing of local exchange telecommunications services provided by Peerless Network of Arizona, LLC, within the State of Arizona. This tariff is on file with the Arizona Corporation Commission ("Commission"). Copies may be inspected during normal business hours at the Company's place of business.

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Local Exchange Services**CHECK SHEET**

All sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

| <u>SHEET</u> | <u>REVISION</u> | <u>SHEET</u> | <u>REVISION</u> |
|--------------|-----------------|--------------|-----------------|
| 1 | Original | 31 | Original |
| 2 | Original | 32 | Original |
| 3 | Original | 33 | Original |
| 4 | Original | 34 | Original |
| 5 | Original | 35 | Original |
| 6 | Original | 36 | Original |
| 7 | Original | 37 | Original |
| 8 | Original | 38 | Original |
| 9 | Original | 39 | Original |
| 10 | Original | 40 | Original |
| 11 | Original | 41 | Original |
| 12 | Original | 42 | Original |
| 13 | Original | 43 | Original |
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| 29 | Original | | |
| 30 | Original | | |

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Local Exchange Services

TABLE OF CONTENTS

Title Sheet 1

Check Sheet..... 2

Table of Contents 3

Explanation of Symbols 4

Tariff Format..... 5

Application of Tariff..... 6

Section 1 - Technical Terms and Abbreviations 7

Section 2 - Rules and Regulations Section 10

Section 3 - Description of Service 21

Section 4 – Connection Charges 22

Section 5 – Supplemental Services 25

Section 6 – Business Networked Switched Services..... 42

Section 7 - Special Service Arrangements..... 51

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Peerless Network of Arizona, LLC
222 S Riverside Plaza, Suite 2730
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APPROVED FOR FILING
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Local Exchange Services

SYMBOLS

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

- D - Deleted or discontinued material
- I - Change resulting in a rate increase
- M - Moved from another tariff location
- N - New material
- R - Change resulting in a rate reduction
- T - Change in text only, no change in rate

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Local Exchange Services

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right hand corner of the page. Pages are numbered sequentially. From time to time new pages may be added to the tariff. When a new page is added between existing pages, a decimal is added to the preceding page number. For example, a new page added between Pages 3 and 4 would be numbered 3.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper-right corner of the Page. These numbers are used to determine the most current page version on file with the Commission. For example, 4th Revised Page 4 cancels 3rd Revised Page 4.
- C. Paragraph Numbering Sequence - There are various levels of paragraph coding. Each level of coding is subservient to its next higher level of coding. For example,
2.
2.1
2.1.1
2.1 .I.A.
2.1.1 .A.1.
2.1.1 .A.1 .(a)
- D. Check Sheet - When a tariff filing is mad with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new sheets are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest Cheek Sheet to find out if a particular page is the most current page on file with the Commission.

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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of local exchange, end user service by Peerless Network of Arizona, LLC within the State of Arizona and subject to the jurisdiction of the Arizona Corporation Commission.

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Local Exchange Services

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement that connects the customer's location to a switching center or point of presence.

Advance Payment / Prepayment -- Payment of all or part of a charge required before the start of service.

Authorized User - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

Company - Whenever used in this tariff, "Company" refers to Peerless Network of Arizona, LLC, unless otherwise specified or clearly indicated by the context.

Commission -- Arizona Corporation Commission

Customer - The person, firm, corporation, or other entity which orders, cancels, amends, or uses service and is responsible for payment of charges and compliance with the Company's tariff.

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

Exchange Access Line - The serving central office line equipment and all Company plant facilities up to and including the Company-provided Standard Network Interface. These facilities are Company-provided and maintained and provide access to and from the telecommunications network for message toll service and for local calling appropriate to the tariffed use offering selected by the Customer.

Extended Calling Area -- the area outside the basic calling area. Calls to this area result in additional charges per call.

Holidays - The Company's holidays are New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

ILEC - The incumbent Local Exchange Carrier

Individual Case Basis - A service arrangement in which the regulation, rates and charges are developed based on the specific circumstances of the Customer's situation.

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Local Exchange Services

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

LATA – A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 32-0192 for the provision and administration of communications services.

Local Calling – A completed call or telephonic communication between a calling Station and any other Station within the local service area of the calling Station.

Local Exchange Company (LEC) – A company that furnishes exchange telephone service.

Local Exchange Services - Telecommunications services furnished for use by end-users in placing and receiving local telephone calls within local calling areas.

Non-Recurring Charges ("NRC") – The one-time initial charges for services or facilities, including but not limited to charges for construction, installation or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Person-to-Person Calling - An operator-assisted service whereby the person originating the call specifies a particular person to be reached, or a particular station, room number, department, or office to be reached through a PBX attendant. These calls may not be dialed.

Premises - All space in the same building occupied by a customer and all space occupied by the same customer in different buildings on continuous property.

Recurring Charges ("MRC") – The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

Residential Service – Residential Service is that service furnished to private homes or apartments, including all parts of the subscriber's domestic establishment, for domestic use and not for substantial occupation use; in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

Resold Local Exchange Service - A service composed of the resale of exchange access lines and local calling provided by other authorized Local Exchange Carriers, in combination with Company-provided usage services, miscellaneous services or interstate or international services.

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Local Exchange Services

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Service Commencement Date – The first day following the date on which the Company notified the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to the standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order – The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Station-to-Station Calling - a service whereby the originating End User requests the assistance of a Company operator to place or bill the call. Calls billed Collect or to a telephone company issued Calling Card or to an authorized Credit Card are Operator-Station calls unless the call is placed on a Person-to-person basis. Automated Calling Card calls are not Operator-station calls. These calls may not be dialed. Collect calls to coin telephones and transfers of charges to third telephones that are coin telephones will not be accepted.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company services offered pursuant to this Tariff are furnished for Local Exchange, end user Service among specified points within a Local Calling Area.

The Company installs, operates, and maintains the communications services provided herein under in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the Commission's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

The Company is responsible only for the services provided under this tariff, and it assumes no responsibility for any service or facilities provided by any other entity.

2.2 Limitations

2.2.1 Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.

2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of the provisions of this tariff, or in violation of the law.

2.2.3 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.4 All facilities provided under this tariff are directly controlled by the Company and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service of facilities.

2.2.5 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to any assignee or transferee.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.3 Use

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited.

2.4 Liabilities of the Company

2.4.1 The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission, which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.

2.4.2 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.3 The company shall not be liable for, and shall be fully indemnified and held or consequential damage) for defamation, libel, slander, invasion, infringement of copy-right or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material data, information, or other content revealed to, transmitted, or used by the Company under this tariff, or for any act or omission of the Customer, or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

2.4.4 No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.

2.4.5 The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service, which is not the direct result of the Company's negligence.

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SECTION 2 – RULES AND REGULATIONS**2.5 Deposits**

The Company does not collect customer deposits.

2.6 Advance Payments

The Company does not require advance payments.

2.7 Taxes

All state and local taxes (including but not limited to franchise fees, excise tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

2.8 Installation

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

2.9 Payment for Service

The Customer is responsible for payment of all charges for services furnished to the Customer or to an Authorized User of the Customer by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments.

The Company's billing invoices will be considered correct and binding upon the Customer if no notice is received from the Customer within thirty (30) days of the date of the invoice. (Billing inquiries may be made in writing or via telephone.) Adjustments to Customer's bills shall be made, to the extent circumstances exist, which reasonably indicate that such changes are appropriate. Upon receipt of a billing inquiry, charges involved in the disputed element(s) of the invoice will be temporarily suspended pending resolution of the dispute. The Customer, however, remains responsible for the timely payment of the non-disputed elements of the invoice.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.10 Late Payment Charge

The Company will assess a charge for late payment in the amount of 1½% of the unpaid balance. A payment is considered late after the five (5) day grace period. A late payment penalty may be assessed only once on any bill for rendered services.

2.11 Cancellation by Customer

Customer may cancel service by providing written or oral notice to the Company.

2.12. Interconnection

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer. Neither the Company nor any connecting carrier participating in a service shall be liable for any act or omission of any other company or companies furnishing a portion of such service.

2.13 Refusal or Discontinuance by Company

The Company may refuse or discontinue service under the following conditions in accordance with Commission rules:

2.13.1 For non-compliance with or violation of any State, municipal, or Federal law, Ordinance or regulation pertaining to telephone service.

2.13.2 For use of telephone service for any other property or purpose than that described in application.

2.13.3 For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.

2.13.4 For noncompliance with or violation of Commission regulation or the Company's rules and regulations on file with the Commission, provided ten days written notice is given before termination.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS**2.13 Refusal or Discontinuance by Company (continued)**

- 2.13.5 For nonpayment of bills, including bills for any of the Company's other communication services, provided that suspension or termination of service shall not be made without seven days written notice to the Customer, except in extreme cases.
- 2.13.6 Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's service to others. Within twenty-four (24) hours after such termination, the utility shall send written notification to the Customer of the reasons for termination or refusal of service upon which the utility relies, and of the Customer's right to challenge the termination by filing a formal complaint with the Commission.
- 2.13.7 Without notice in the event of tampering with equipment or services owned by the Company or its agents. Within twenty-four (24) hours after such termination, the utility shall send written notification to the customer of the reasons for termination or refusal of service upon which the utility relies, and of the Customer's rights to challenge the termination by filing a formal complaint with the Commission.
- 2.13.8 Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to any an amount reasonably estimated as the loss in revenues resulting from such fraudulent use. Within twenty-four (24) hours after such termination, the utility shall send written notification to the Customer of the reasons for termination or refusal of service upon which the utility relies, and of the Customer's right to challenge the termination by filing a formal complaint with the Commission.
- 2.13.9 Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.14 Tests, Pilots, Promotional Campaigns and Contests

The Company may conduct special tests or pilot programs and promotions at its discretion to demonstrate the ease of use, quality of service and to promote the sale of its services. The Company may also waive a portion or all processing fees for winners of contests and other occasional promotional events sponsored or endorsed by the Company. From time to time, the Company may waive all processing fees for a Customer. The Company will notify the Commission regarding specific promotions and contests at least seven (7) days prior to implementation.

2.15 Interruption of Service

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.4 herein. It shall be the obligation of the Customer to notify the Company immediately of any interruption in service for which Customer desires a credit allowance. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein.

The Customer shall be credited for an interruption of two hours or more at a rate of 1/720th of the monthly recurring charge for the service affected for each hour or major fraction thereof that the interruption continues. Calculations of the credit shall be made in accordance with the following formula.

Credit Formula:

$$\text{Credit} = \frac{A}{720} \times B$$

"A" = outage time in hours

"B" = total monthly charge for affected facility

2.16 Cost of Collection and Repair

The Customer is responsible for any and all costs incurred in the collection of monies due the Carrier including legal and accounting expenses. Customer is also responsible for recovery costs of Carrier-provided equipment and any expenses required for repair or replacement of damaged equipment.

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Peerless Network of Arizona, LLC

Arizona Tariff No. 1
Original Page 16

Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.17 Returned Check Charge

A fee may be charged for each check returned for insufficient fund as set forth in this tariff up to a maximum of \$30.00.

2.18. Service Implementation

Absent a promotional offering, service implementation charges will apply to new service orders.

2.19 Reconnection Charge

The Company will charge a reconnection fee as set forth in this tariff.

2.20 Reserved for Future Use

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.21. Access to Telephone Relay Services

Where required by the Commission, the Company will participate in telephone relay services for handicapped and or hearing-impaired end users, and will comply with all regulations and requirements. The Company shall impose any monthly surcharge or any other related charge upon its local exchange telecommunications subscribers as may be required by state law.

2.21.1 Discounts for Hearing Impaired Customers

A telephone toll message which is communicated using a telecommunications device for the deaf (TDD) by properly certified hearing or speech impaired persons or properly certified business establishments or individuals equipped with TDDs for communicating with hearing or speech impaired persons will receive, upon request, credit on charges for certain intrastate toll charges placed between TDDs. Discounts do not apply to surcharges or per call add-on charges for operator services when the call is placed by a method that would normally incur the surcharge.

TDD: The credit to be given on a subsequent bill for such calls placed between TDDs will be equal to applying the evening rate during business day hours and night/weekend rate during the evening rate period.

TRS: The credit to be given on a subsequent bill for such calls placed by TDDs with the assistance of the relay center will be equal to 50% of the rate for the applicable rate period. If either the calling or called party indicates that either party is both hearing and visually impaired, the call shall be discounted at 25% of the applicable rate.

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Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.22 Directory Listings

- 2.22.1 The Company does not publish a directory of subscriber listings. The Company, however, does arrange for the Customer's main billing number to be placed in the directory or directories of the dominant local exchange carrier.
- 2.22.2 The rates and regulations specified herein for directory listings apply only to the alphabetical section of the directory. Listings are intended solely for the purpose of identifying subscriber's telephone number and as an aid to the use of telephone service.
- 2.22.3 The listings of subscribers, either without charge or at the rate specified within this tariff for other listings are arranged alphabetically and are not intended for special prominence of arrangement. In accepting listings as requested by subscribers or prospective subscribers, the Company will not be a party to controversies between subscribers as result of the publication of such listings in the directories.
- 2.22.4 Listings must conform to the Company's specifications with respect to the directories. The Company reserves the right to reject listings when in, its sole judgment, such listings would violate the integrity of company records and the directories, confuse individuals using the directory, or when the customer cannot provide satisfactory evidence that he is authorized to do business as requested.
- 2.22.5 The Company reserves the right to limit the length of any listing to one line in the directory by use of abbreviations when, in its sole judgment, the clearness of the listing and the identification of the subscriber is not impaired.
- 2.22.6 Generally, the listed address is the location of the subscriber's residence.

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SECTION 2 – RULES AND REGULATIONS

2.23 Universal Emergency Telephone Number Service

2.23.1 This tariff does not provide for inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the Company undertake such responsibility.

2.23.2 911 information consisting of the names, addresses and telephone numbers of all telephone customers is confidential. The Company will release such information via the Data Management system only after a 91 1 call has been received, on a call by call basis, only for the purpose of responding to an emergency call in progress.

2.23.3 The 911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number, name, and address associated with the originating station location are furnished to the Public Safety Answering Point.

2.23.4 After the establishment of service, it is the Public Safety Agency's responsibility to continue to verify the accuracy of and to advise the Company of any changes as they occur in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other similar matter that may affect the routing of 911 calls to the proper Public Safety Answering Point.

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ORIGINAL

Peerless Network of Arizona, LLC

Arizona Tariff No. 1
Original Page 20

Local Exchange Services

SECTION 2 – RULES AND REGULATIONS

2.23 Universal Emergency Telephone Number Service (continued)

2.23.5 The Company assumes no liability for any infringement, or invasion of any right of privacy of any person caused, or claimed to be caused, directly or indirectly by the use of 911 service. Under the terms of this tariff, the Public Safety Agency must agree, (except where the events, incidents, or eventualities set forth in this sentence are the result of the Company's gross negligence or willful misconduct), to release, indemnify, defend and hold harmless the Company from any and all losses or claims whatsoever, whether suffered, made, instituted, or asserted by the Public Safety Agency or by any other party or person, for any personal injury to or death of any person or persons, for any loss, damage, or destruction of any property, whether owned by the customer or others. Under the terms of this tariff; the Public Safety Agency must also agree to release, indemnify, defend and hold harmless the Company for any infringement of invasion of the right of privacy of any person or persons, caused or claimed to have caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion, or use of 911 service features and the equipment associated therewith, or by any services furnished by the company in connection therewith, including, but not limited to, the identification of the telephone number, address, or name associated with the telephone used by the party or parties accessing 911 service hereunder, and which arise out of the negligence, other than gross negligence or willful misconduct, of the Company, its employees or agents.

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Local Exchange Services

SECTION 3 -DESCRIPTION OF SERVICE

3.1 Local Service Areas

The Company will provide local exchange service throughout the State of Arizona, where authorized by the Commission.

3.2 Local Exchange Service

Installation, monthly recurring charges will apply to the Company's local exchange services.

3.2.1. The Company's Local Telephone Service provides a Customer with the ability to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access basic 911 Emergency Service; and
- place or receive calls to 800/888/887 telephone numbers.

3.2.2 Local Line provided the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

3.2.3 Standard Features: Each Local Line customer is provided with the following standard features:

- Touch Tone
- Direct Inward Dialing
- Direct Outward Dialing

3.2.4 Optional Features: A Customer may order optional features at the rates specified in this tariff.

3.2.5 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified herein.

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Local Exchange Services

SECTION 4 – CONNECTION CHARGES

4.1 Connection Charge

4.1.1 General

The Connection Charge is a nonrecurring charge which applies to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with each service to which they apply.

4.1.2 Exceptions to the Charge

- A. No charge applies for a change to a service for which a lower monthly rate applies, made within 90 days after any general rate increase, if a lower grade of service is offered in the customer's exchange.
- B. The Company may from time to time waive or reduce the charge as part of a promotion.

4.2 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section I of this Tariff.

Business
\$100.00

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Local Exchange Services

SECTION 4 – CONNECTION CHARGES

4.3 Moves, Adds, and Changes

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The customer will be assessed a charge for any move, add or change of a Company service and is charged in addition to any other monthly or installation charge which is associated with the service the customer orders. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a vertical service to existing equipment and/or service at one location.

Change: Change - including rearrangement or reclassification - of existing service at the same location.

| | <u>Move</u> | <u>Add</u> | <u>Change</u> |
|----------------------------|-------------|------------|---------------|
| Business Charge per Order | \$50.00 | \$50.00 | \$50.00 |
| Line Connection (per line) | \$100.00 | \$100.00 | \$100.00 |

Record Work Only
(This charge is applicable for changes that do not involve central office or premise work.)

\$50.00

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DECISION # 70976

Local Exchange Services

SECTION 4 – CONNECTION CHARGES

4.4 Charges Associated With Premises Visit

4.4.1 Trouble Isolation Charge

When a visit to the customer's premises is necessary to isolate a problem reported to the Company but identified by the Company's technician as attributable to customer-provided equipment or inside wire, a separate charge applies in addition to all other charges for the visit.

Per Premises Visit, Business: \$100.00

4.5 Primary Interexchange Carrier Change Charge

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's intraLATA or interLATA service after the initial installation of service.

\$2.50

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DECISION # 70976

ORIGINAL

Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Feature Descriptions and Rates

Rates in this section are applied on a monthly basis unless otherwise specified:

CALL WAITING **\$1.00**

Provides a tone signal when a second call is coming in on a busy line.

CALL FORWARDING-Variable **\$1.00**

Permits a customer to automatically transfer all incoming calls to another dialable telephone number.

THREE-WAY CALLING **\$1.00**

Adds a third party to an established connection without operator assistance.

SPEED CALLING - 39 Number List **\$1.00**

Allows a customer to call other telephone numbers by dialing a code rather than the complete telephone number.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (continued)

5.1.2 Feature Descriptions and Rates (continued)

| | | |
|-------------------|----------------|--------|
| CALL TRACE | Per Activation | \$1.00 |
|-------------------|----------------|--------|

This feature will, upon successful customer activation, automatically trace the telephone number of the line used for the last call received by the Customer. Call Trace is provided to customers whose local Telephone Exchange Service includes only Residence lines. The company will not provide the traced number to the customer, but it will be provided to law enforcement officials upon written request of the customer.

| | | |
|----------------------------|--|--------|
| DISTINCTIVE RINGING | | \$1.00 |
|----------------------------|--|--------|

This feature allows a customer to designate up to ten telephone numbers from which incoming calls will have a distinctive ring. For customers with call waiting, a distinctive call-waiting signal will be received if a call from one of the designated telephone numbers is waiting.

| | | |
|-----------------------|--|--------|
| CALL SCREENING | | \$1.00 |
|-----------------------|--|--------|

Customer can designate 10 numbers from which incoming calls will be connected to a pre-recorded announcement that calls are not being taken now.

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SECTION 5 – SUPPLEMENTAL SERVICES**5.1 Custom Calling Service (continued)****5.1.2 Feature Descriptions and Rates (continued)****CALLER ID****\$3.00**

This Central Office feature provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone or answering machine with a built-in display screen. The Caller ID feature will forward the calling number from the appropriately equipped terminating central office to the customer provided display device. The Company will forward all telephone numbers subject to technical limitations.

CALLER ID WITH NAME**\$5.00**

This Central Office feature is only offered to customers being served by appropriately equipped central offices and subscribing to caller ID. This feature provides for the display of the listed name associated with the telephone number from which the call is being made. The name will be delivered to a customer provided display device. The company will forward all calling names subject to technical limitations.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (continued)

5.1.2 Feature Descriptions and Rates (continued)

BUSY LINE TRANSFER

\$1.00

In the event that the called telephone number is busy, this feature automatically forwards incoming calls to a predetermined telephone number served by the same central office switch, or provides inter-switch forwarding to a predetermined, dialable telephone number where technically available. If incoming calls are transferred to a number served by the same or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls. *This feature is not compatible with Call Waiting or Direct Inward Dialing Service.*

ALTERNATE ANSWERING

\$1.00

In the event that the telephone number is not answered within the Company designated parameters, normally three to four rings, this feature automatically forwards incoming calls to a predetermined, or a different central office switch, multiple calls will be transferred simultaneously provided that there are sufficient facilities to accept the calls.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (continued)

5.1.2 Feature Descriptions and Rates (continued)

MESSAGE WAITING TONE \$1.00

Allows an audible signal, stutter dial tone, to be present on the line when a message is waiting.

**BUSY LINE TRANSFER,
ALTERNATE ANSWERING,
MESSAGE WAITING TONE** \$1.00

Allows access to all three services.

CUSTOMER CONTROL OPTION

Allows the customer to activate/deactivate the Busy Line Transfer and Alternate Answering features and to change the number to which the calls are forwarded.

Busy Line Transfer \$1.00

Alternate Answering \$1.00

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (continued)

5.1.2 Feature Descriptions and Rates (continued)

CALL CONTROL

\$2.00

Available with Residence Basic Exchange Access Service and Residence ISDN service. Customer has the ability to screen outgoing call, then block or allow calls. This feature can be activated and deactivated and provides a PIN number to the subscriber. Customer can block long distance, Operator Assisted, specific telephone numbers, prefix and/or area codes, and/or all outgoing calls.

REMOTE CALL FORWARDING

First

\$5.00

Second

\$5.00

Remote Call Forwarding (CO Based), provides a method to automatically transfer all incoming calls to another dialed number at all times. The dialable number is user defined. The dialed number can be either 7 or 10 digit numbers (POTS) and can be changed via a service order. No physical telephone is required at the subscribed dialed number. Multiple simultaneous call paths can be provided, with each additional path priced at the rates above. (Business Service Ordering and Line Connection Charges apply.)

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.1 Custom Calling Service (continued)

5.1.2 Feature Descriptions and Rates (continued)

900 SPECIAL ACCESS CODE BLOCKING

N/C

Blocks access from a company provided Exchange Access Service to customer dialed 900 numbers.

976 PREFIX BLOCKING SERVICE

N/C

Blocks access from a company provided Exchange Access Service to customer dialed 976 numbers.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.2 Service and Promotional Trials

5.2.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer.

5.2.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.

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Local Exchange Services**SECTION 5 -- SUPPLEMENTAL SERVICES****5.3 Operator Assistance Surcharges****5.3.1 General**

Operator Assistance Surcharges apply when a customer utilizes either an automated or live Company operator for purposes of completing or billing a call. Operator Assistance Surcharges apply in addition to local usage or long distance usage services as identified in this tariff.

5.3.2 Operator Assistance Surcharges -- Rate Schedule

PERSON-TO-PERSON **\$5.00**

Operator assists caller by beginning to bill the call only when a specifically identified party answers the phone.

BILLED TO A THIRD NUMBER **\$5.00**

Operator assists the caller by billing the call to a verified number other than the station number from which the call is being made or by which the call is received.)

COLLECT CALLS **\$5.00**

Operator assists the caller by verify charges with, and billing the call to, the party receiving the call.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES**5.3 Operator Assistance Surcharges (continued)****5.3.2 Operator Assistance Surcharges -- Rate Schedule (continued)****CALLING CARD ASSISTANCE**

Operator assists the caller by accepting and/or billing, and/or completing a call based upon information pertaining to a billable calling card.

Automated Assistance (where available) \$5.00

Non-Automated Assistance \$6.00

SENT - PAID/OPERATOR ASSISTED \$5.00

Operator assistance provided to stations capable of accepting pre-payment by terms of coin or non-calling card credit arrangements.

BUSY LINE VERIFICATION \$5.00

Operator assists caller by verifying the busy status of an exchange access line. Charged for each verification.

BUSY LINE VERIFY AND INTERRUPT \$5.00

Operator assists caller by first verifying the busy status of an exchange access line and then by interrupting the communications on the line to alert the communicating parties of the caller's need to reach the busy line.

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.4 Directory Services

5.4.1 General

Directory services allow customers to customize the manner in which their Company assigned telephone numbers appear in published directory and/or are used by dialable directories and Company operators. This section applies only to services provided by the Company.

5.4.2 Directory Services -- Rate Schedule

ALPHABETICAL DIRECTORY LISTING

N/C

One listing, without charge, is provided in the alphabetical section of the directory of the local exchange area in which the Customer's premises is located. This listing is termed the primary listing and is provided for each line provided pursuant to the Company's Exchange Access Service. Where two or more lines are arranged to hunt, all of those lines so arranged constitute a separate Customer Service.

EXTRA LISTINGS

An Extra Listing is any listing of a name or information in connection with a Customer's access line number beyond that provided pursuant to the Alphabetical Directory Listing Service provided above.)

Per Month for each listing:

\$1.00

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.4 Directory Services (continued)

5.4.2 Directory Services -- Rate Schedule (continued)

PRIVATE LISTING

A telephone number that is not listed in either the directory assistance records or the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers.

Per Month for each listing: \$1.00

SEMI-PRIVATE LISTING

A telephone number that is not listed in the alphabetical directory or that section of the directory containing the regular alphabetical list of names of Exchange Access Customers. The telephone number is listed in the directory assistance records and will be furnished upon request of the calling party.

Per Month for each listing: \$1.00

DIRECTORY ASSISTANCE CALL

D.A. Call services furnish the customer with either automated or operator assisted access to the Company's Directory Services database on a dial-up basis. A maximum of two number requests will be accommodated per D.A. Call Service call.

Per Call \$1.00

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DECISION # 70976

Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES**5.4 Directory Services (continued)****5.4.2 Directory Services -- Rate Schedule (continued)****INFORMATION CALL COMPLETION**

Information Call Completion (ICC) is available as an add-on to the Company's D.A. Call Service. ICC allows the customer to connect directly to a number requested via the Company's D.A. Call service by means of operator dialing.

Per Call Completed

\$1.00

Mobile telephone service customers will only be eligible for ICC service if an alternate billing option is used, i.e., calling card, billed-to-third number, collect and person-to-person special handling. However, should a mobile carrier request the option, the Company will provide ICC to a mobile carrier on a sent-paid basis.

5.5 Direct Inward Dial (DID) Services**5.5.1 General**

DID is a service which permits incoming dialed calls to be dialed directly by a calling party station associated with a switching system located on the Carrier's Customer Premises. These lines support inbound calling traffic only.

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DECISION # 70976

Local Exchange Services**SECTION 5 -- SUPPLEMENTAL SERVICES****5.5 Direct Inward Dial (DID) Services (continued)****5.5.2 Direct Inward Dial Service -- Rate Schedule**

| | Monthly Recurring Charge | Non-Recurring Charge |
|--|--------------------------------|-------------------------|
| DID Trunk Termination Charges | | |
| Each DID trunk termination in central office, per trunk | \$50.00 | \$50.00 |
| Each DID trunk termination in Central Office arranged for Touch-Tone signaling. | \$50.00 | \$50.00 |
| Subsequent additions, deletions or rearrangements of DID trunk terminations in addition to above charges, per occasion. | \$50.00 | \$50.00 |
| DID Number Charges | | |
| Each group of 10 assigned DID station numbers or fraction thereof, each group | \$2.00 | \$2.00 |
| Each group of 10 Reserved DID station numbers or fraction thereof, each group | \$2.00 | \$2.00 |
| Business | | |
| DID Service from a Remote Central Office | | |
| Mileage charges apply in addition to the rates specified preceding. Mileage charges are those specified for Foreign District Service as appropriate. | | |
| Each new installation, addition, or rearrangement of trunks that provide DID service from a Remote Central Office, per occasion. | \$50.00 | \$50.00 |

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Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.6 2-Way Direct Inward Dialing (DID) With Call Transfer

5.6.1 General

2-Way Direct Inward Dialing (DID) with Call Transfer is a service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the transfer of those calls to another line. Touch-Tone is a standard feature of this service.

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Local Exchange Services**SECTION 5 – SUPPLEMENTAL SERVICES****5.7 Miscellaneous Services**

| | <u>Monthly Rate</u> |
|---|-----------------------------|
| TOLL RESTRICTION SERVICE | |
| Toll Restriction Service will not allow inter-MSA 1+, 0+, 0-, 10XXX, or 700 calls to be completed. | |
| - per line equipped | \$1.00 |
| Toll billing exception that prevents third number billed and collect call is also a customer option. | |
| INTERCEPT REFERRAL EXTENSION SERVICE | |
| Provides notification to calling parties about changes in the status of the called party's telephone line. (An Add / Change Charge applies to add or change the length of months requested) | |
| | \$1.00 |
| TEMPORARY INTERCEPT | <u>Non-Recurring Charge</u> |
| Enables a Customer to have incoming calls intercepted for 1 month. (Regular Exchange Access Service billing continues and an Add/Change charge applies) | |
| - per Central Office Line | \$5.00 |
| - per Port Intercepted | \$5.00 |

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Chicago, IL 60606

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| DECISION # 70976 |

Local Exchange Services

SECTION 5 – SUPPLEMENTAL SERVICES

5.8 Customer Requested Service Suspensions

5.8.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.8.2 The Company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

| <u>Period of Suspension</u> | <u>Charge</u> |
|---|-------------------------------------|
| - First Month or Partial Month | Regular Monthly Rate (no reduction) |
| - Each Additional Month (up to the one year limit) | 1/2 Regular Monthly Rate |

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Local Exchange Services

SECTION 6 -- BUSINESS NETWORKED SWITCHED SERVICES

6.1 General

Business Network Switched Service provide a business customer with a connection to the Company's switching network which enables the customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX).

Business Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Business Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

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Local Exchange Services

SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES

6.2 Service Descriptions and Rates

The following Business Access Service Options are offered:

Basic Business Line Service
PBX Trunks

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets, key systems, PBX systems, or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only. Optional Voice Mail Service is available.

6.2.1 Service Establishment Charge

This charge applies when the Company initially establishes the Customer's account for any service provided by the Company. This charge is applied in addition to any other monthly or installation charge that is associated with the service the Customer orders.

| | | |
|-----------------|----------|----------|
| -Per Order | | \$50.00 |
| -Per Visit | (1 hour) | \$100.00 |
| -After Hours | (1 hour) | \$200.00 |
| Line Connection | | \$100.00 |
| Service Order | | \$50.00 |

Custom Features are also available as described in this tariff.

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Local Exchange Services**SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES****6.2 Service Descriptions and Rates (continued)****6.2.2 Basic Business Line Service****A. General**

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price, or on a message usage basis. Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

| | |
|---------------------|--|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop Start |
| Pulse Type: | Dual Tone Multi-Frequency (DTMF) |
| Directionality: | Two-way, In-Only, or Out-Only, as specified by the customer. |

B. Flat Rate Basic Business Line Service

Service to points within the local calling area is included in the charge for Flat Rate Service.

In addition to the nonrecurring charges listed below, service order charges apply as described in this tariff.

| | |
|--------------------------------|---------|
| Nonrecurring Connection Charge | \$10.00 |
|--------------------------------|---------|

Monthly Recurring Charges:

| | | |
|----------------------|------------|---------|
| Business Single Line | (per line) | \$20.00 |
|----------------------|------------|---------|

| | | |
|---------------------|------------|---------|
| Business Multi-Line | (per line) | \$25.00 |
|---------------------|------------|---------|

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Local Exchange Services

SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES**6.2 Service Descriptions and Rates (continued)****6.2.3 PBX Trunk Service****A. General**

Analog and/or digital PBX trunks are provided for connection of customer-provided PBX terminal equipment. Analog trunks are delivered on a DS0 level and digital trunks are delivered at the DS1 level. All trunks are equipped with multiline hunting.

DID service allows callers to reach the called party without going through a PBX attendant. DOD service allows end users to dial outside of a PBX system without going through the PBX attendant to get access to an outside line. Digital trunks cannot be two-way trunks, but must be ordered as with either Direct Inward Dialing (DID) or Direct Outward Dialing (DOD).

For DID configured PBX trunks additional charges apply for Direct Inward Dial Station numbers.

Each Analog Trunk has the following characteristics:

| | |
|---------------------|--|
| Terminal Interface: | 2-wire or 4-wire, as required for the provision of service |
| Signaling Type: | Loop, Ground, E&M I, II, III |
| Pulse Type: | Dual Tone Multi-Frequency (DTMF) |
| Directionality: | In-Coming Only (DID), Out-Going Only (DOD), or Two-Way |

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Local Exchange Services**SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES****6.2 Service Descriptions and Rates (continued)****6.2.3 PBX Trunk Service (continued)****B. Flat Rate Analog PBX Trunks****1. General**

Service to points within the local calling area is included in the charge for Flat Rate Analog PBX Trunk Service.

2. Rates

In addition to the nonrecurring charges listed below, service order charges apply as described in this tariff.

Nonrecurring Connection Charge: \$10.00

Monthly Recurring Charges: \$30.00

Terminal Numbers:

1-10 lines in terminal group \$5.00

11-20 lines in terminal group \$10.00

21 + lines in terminal group \$15.00

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Local Exchange Services**SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES****6.2 Service Descriptions and Rates (continued)****6.2.3 PBX Trunk Service (continued)****C. Message Rate Analog PBX Trunks****1. Description**

Message Rate Analog PBX Trunks provide the customer with a single, analog, voice grade telephonic communications channel that can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a message rate basis. DID trunks are arranged for one-way inward calling only.

2. Rates

Charges for each Message Rate PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period.

In addition to the nonrecurring charges listed below, service order charges apply as described in this tariff.

Nonrecurring Connection Charge: \$10.00

Monthly Recurring Charges: \$30.00

Terminal Numbers:

1-10 lines in terminal group \$5.00

11-20 lines in terminal group \$10.00

21 + lines in terminal group \$15.00

3. Message Usage Charges

Per Message Charge \$0.01

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Local Exchange Services

SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES

6.2 Service Descriptions and Rates (continued)

6.2.3 PBX Trunk Service (continued)

D. Analog DID Trunks

| | |
|---------------------------------------|---------|
| Nonrecurring Connection Charge | \$10.00 |
| Monthly Recurring Charges (per trunk) | \$5.00 |
| DID Station Numbers: | |
| - Each Group of 20 | \$1.00 |
| - Each Group of 100 | \$12.00 |

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Local Exchange Services

SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES**6.2 Service Descriptions and Rates (continued)****6.2.3 PBX Trunk Service (continued)****E. Digital PBX Trunk Service****1. Description**

Digital PBX Trunk Service provide a customer with connection to the Company switch via a DS1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer

Service to points within the local calling area is included in the charge for Digital PBX Trunk Service.

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Local Exchange Services**SECTION 6 – BUSINESS NETWORKED SWITCHED SERVICES****6.2 Service Descriptions and Rates (continued)****6.2.3 PBX Trunk Service (continued)****E. Digital PBX Trunk Service (continued)****2. Recurring and Nonrecurring Charges**

In addition to the nonrecurring charges listed below, service order charges apply as described in this tariff. Charges for each Message Rate Digital PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the total number of calls during the billing period.

Where appropriate facilities do not exist, Special Construction charges will also apply.

Nonrecurring Connection Charge: \$250.00

Monthly Recurring Charges:**Flat Rate:**

- Facility \$100.00
- Per Active Channel (DID) \$10.00
- Per Active Channel (DOD) \$10.00

Message Rate:

- Facility \$100.00
- Per Active Channel (DID) \$10.00
- Per Active Channel (DOD) \$10.00

3. Message Usage Charges

Per Message Charge \$0.01

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SECTION 7 - SPECIAL SERVICE ARRANGEMENTS

7.1 Individual Case Basis Arrangements

Arrangements will not be developed on a case-by-case basis. The Company's rates that are listed in this tariff will not be changed for any Customer for any reason.

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