

ORIGINAL

Talk America Services, LLC

Arizona C.C. Tariff No. 1

First Revised Sheet No. 1
Cancels Original Sheet No. 1

TELECOMMUNICATIONS SERVICES

This tariff applies to the Telecommunications Services furnished by Talk America Services, LLC ("Company") between one or more points in the State of Arizona. This tariff is on file with the Arizona Corporation Commission, and copies may be inspected, during normal business hours, at Company's principal place of business, 10802 Executive Center Drive, Benton Building Suite 300, Little Rock, AR 72211.

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Issued: June 8, 2015

Effective: July 9, 2015

BY:

SVP- Corporate Development and Operations
10802 Executive Center Drive, Benton Building Suite 300
Little Rock, AR 72211

APPROVED FOR FILING

DECISION NO. 75104

ORIGINAL

Talk America Services, LLC

Arizona C.C. Tariff No. 1

First Revised Sheet No. 2
Cancels Original Sheet No. 2

CHECK SHEET

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

Sheet	Revision		Sheet	Revision
1	First Revised	*	32	Original
2	First Revised	*	33	Original
2.1	Original	*	34	Original
3	Original		35	Original
4	Original		36	Original
5	Original		37	Original
6	First Revised	*	38	Original
7	Original		39	Original
8	Original		40	Original
9	Original		41	Original
10	Original		42	Original
11	Original		43	Original
12	Original		44	Original
13	Original		45	Original
14	Original		46	Original
15	Original		47	Original
16	Original		48	Original
17	Original		49	Original
18	Original		50	Original
19	Original		51	Original
20	Original		52	Original
21	Original		53	Original
22	Original		54	Original
23	Original		55	Original
24	Original		56	Original
25	Original		57	Original
31	Original			

* Indicates new or revised sheet submitted with this filing.

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Arizona C.C. Tariff No. 1

Original Sheet No. 2.1

CHECK SHEET, (CONT'D.)

Sheet	Revision		Sheet	Revision	
58	Original	*	91	Original	*
59	Original	*	92	Original	*
60	Original	*	93	Original	*
61	Original	*	94	Original	*
62	Original	*	95	Original	*
63	Original	*	96	Original	*
64	Original	*	97	Original	*
65	Original	*	98	Original	*
66	Original	*	99	Original	*
67	Original	*	100	Original	*
68	Original	*	101	Original	*
69	Original	*	102	Original	*
70	Original	*	103	Original	*
71	Original	*	104	Original	*
72	Original	*	105	Original	*
73	Original	*	106	Original	*
74	Original	*	107	Original	*
75	Original	*	108	Original	*
76	Original	*	109	Original	*
77	Original	*	110	Original	*
78	Original	*	111	Original	*
79	Original	*	112	Original	*
80	Original	*	113	Original	*
81	Original	*	114	Original	*
82	Original	*	115	Original	*
83	Original	*	116	Original	*
84	Original	*	117	Original	*
85	Original	*	118	Original	*
86	Original	*			
87	Original	*			
88	Original	*			
89	Original	*			
90	Original	*			

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Original Sheet No. 3

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

None

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Arizona C.C. Tariff No. 1

Original Sheet No. 4

TARIFF FORMAT

Sheet Numbering. Sheet numbers appear in the upper right hand corner of the sheets. Sheets are numbered sequentially. From time to time new sheets may be added to the tariff. When a new sheet is added between existing sheets, a decimal is added to the preceding sheet number. For example, a new sheet added between sheets 5 and 6 would be numbered 5.1.

Sheet Revision Numbers. Revision numbers also appear in the upper right corner of sheets. These numbers are used to determine the most current sheet version on file with the Commission. For example, the 4th Revised Sheet No. 24 cancels the 3rd Revised Sheet No. 24.

Paragraph Numbering Sequence. There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level, as shown by the following example:

2
2.1
2.1.1
2.1.1.A
2.1.1.A.1
2.1.1.A.1.(a)
2.1.1.A.1.(a).I
2.1.1.A.1.(a).I.(i)
2.1.1.A.1.(a).I.(i).(1)

Check Sheets. When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets 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 (*). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current one on file with the Commission.

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Talk America Services, LLC

Arizona C.C. Tariff No. 1

Original Sheet No. 5

TARIFF FORMAT (Cont'd)

Explanation of Symbols. When changes are made in any tariff sheet, a revised sheet will be issued replacing the tariff sheet affected. Changes will be identified on the revised sheet through the use of the following symbols:

- (C) - Identifies a changed regulation.
- (D) - Identifies a discontinued rate or regulation.
- (I) - Identifies an increase in rate.
- (M) - Identifies material moved from one tariff location to another.
- (N) - Identifies a new rate or regulation.
- (R) - Identifies a reduction in rate.
- (T) - Identifies a change in text only.

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0.0 Application and Scope of Tariff**0.1 Application**

This tariff contains the rates and regulations applicable to intrastate, intraLATA, interexchange and local services provided by The Company between and among points within the State of Arizona.

0.2 Scope

Company's services are provided subject to the availability of facilities and subject to the terms and conditions of this tariff. All services within the jurisdiction of the Commission provided by Company between and among points in Arizona are governed by this tariff.

0.3 Interconnection with Other Carriers

Service provided by Company may be connected with services or facilities of other carriers or may be provided over facilities provided by carriers other than Company. However, service provided by Company is not a part of a joint undertaking with any other carrier providing telecommunications channels, facilities, or services.

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1.0 Explanation of Terms and Abbreviations

1.1 Definitions of Terms

Authorization Code

A numerical code, one or more of which is available to Customer to enable it to access Company's network, and which are used by Company to prevent unauthorized access to its facilities and to identify Customer for billing purposes.

Basic Two-Way

Trunk which allows traffic originating in the PBX to be transmitted to the central office switch.

Calling Card

A billing arrangement by which the charge for a call may be charged to an authorized calling card account.

Central Office

A unit of the RBOC's system that provides service to the general public and has the necessary equipment and operating arrangements for terminating and interconnecting Customer lines and trunks or trunks only. More than one (1) central office may occupy a building.

Charges

Monthly recurring and nonrecurring amounts billed to Customers for services.

Commission

Arizona Corporation Commission

Company

Talk America Services, LLC

1.0 Explanation of Terms and Abbreviations (Cont'd)

1.1 Definitions of Terms (Cont'd)

Customer

Any person, firm, association, corporation, agency of the federal, state, or local government, or legal entity responsible by law for payment of rates and charges and for compliance with the regulations of Company.

Customer Contract

A written agreement between the Customer and Company containing or referring to the rates and regulations applicable to the service being provided.

Customer Premises Equipment

All terminal equipment normally used on the Customer's premises. This equipment may be Customer-owned, or may be owned by Company or another supplier and leased to the Customer.

Delinquent or Delinquency

An account for which an uncontested bill or payment agreement for regulated services has not been paid in full on or before the last day for timely payment. This term may also apply to a contested bill for which the Commission finds the Customer's complaint to be without merit.

DID

(Direct Inward Dialing) is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

1.0 Explanation of Terms and Abbreviations (Cont'd)

1.1 Definitions of Terms (Cont'd)

Disconnect or Disconnection

The disabling of circuitry to prevent outgoing and/or incoming calls.

Due Date

The last day for payment of a bill without unpaid amounts being considered delinquent or subject to additional collection efforts. The due date may be designated by 'due by,' 'pay by,' 'if paid by,' or other such language on the Customer's bill.

Exchange

A unit established for the administration of local communication services.

Exchange Service

A local communications service furnished by means of local exchange plant and facilities.

Extended Area Service or EAS

Telephone service, offered at a flat local rate, between customers located within an exchange area and all customers in an additional exchange area or areas.

EACS

Extended Area Calling Service

Flat Rate Service

An exchange service for which a specified rate is charged, regardless of the amount of local usage.

Fraud

An attempt to procure or retain service by supplying misleading or deliberately inaccurate information, or by untruthful or unlawful means, including supplying false information on an application for service. There will be a presumption of fraud in cases where the customer's actual usage for a month, or its pro-rata usage for a partial month, is more than three times the customer's estimated usage (or the pro-rata share of estimated usage) as supplied by the customer at the time of application (which may be revised by customer based on actual experience upon notification to the Company), and that usage is in excess of \$500. In such cases, the customer may be contacted to notify the customer of the usage levels, and to discuss the reasons for the usage levels. In such cases, restrictions may be imposed upon further usage unless satisfactory payment arrangements are made.

1.0 Explanation of Terms and Abbreviations (Cont'd)

1.1 Definitions of Terms (Cont'd)

Incumbent Local Exchange Carrier or Incumbent Carrier

The local exchange carrier that has Section 251(c) obligations under the federal Telecommunications Act.

Individual Case Basis

A rate, charge, or condition of the tariff as determined by individual circumstances.

Inside Station Wiring or Inside Wiring

Wiring on the premises beyond the demarcation point.

Interexchange Service

The provision of intrastate telecommunications services and facilities between local exchanges, excluding EAS.

InterLATA Service

The completion of calls between Local Access and Transport Areas.

IntraLATA Service

The completion of calls between points within the boundaries of a Local Access and Transport Area.

Local Access and Transport Area or LATA

A geographic area within which Bell Operating Companies are permitted to offer interexchange service. These areas were established as a result of the break-up of the former Bell System.

Local Exchange Utility or Local Utility

A telephone utility that provides local service under a tariff filed with the Commission. The utility may also provide other services and facilities.

Local Service

Telephone service furnished between points located within an area where there is no toll charge. Unless otherwise specified, local calling areas in this tariff shall be the same as the local calling areas of the incumbent carrier.

1.0 Explanation of Terms and Abbreviations (Cont'd)

1.1 Definitions of Terms (Cont'd)

MCA

Metropolitan Calling Area

Message

A telephone call made by a Customer.

Month

For billing purposes, a month is considered to have thirty (30) days.

Network Elements

Elements of the incumbent carrier network leased by Company pursuant to an interconnection agreement or approved wholesale tariffs. In the pricing tables, service identified as being provided via Network Elements is provided using a combination of network elements.

Operator

An automated or live operator.

Point of Presence (or POP)

The location in Company's system where local access facilities connect to an interexchange carrier's network.

1.0 Explanation of Terms and Abbreviations (Cont'd)**1.1 Definitions of Terms (Cont'd)****Port**

A connection to Company's switching network with one or more voice grade communications channels, each with a unique network address (telephone number), dedicated to the Customer. Each port is equipped with a Terminal Interface.

Premise Visit Charge

This charge applies when a technician is dispatched for Premise Work. This charge could be in addition to the charges for time and labor. This charge also applies if a technician is dispatched to the customer location and cannot gain access to the customer premises at the scheduled time.

Premise Work

Any work done on the Customer's side of the network interface device.

Premises

The space occupied by a Customer or authorized user in a building or buildings or contiguous property.

Public Safety Answering Point

A communications facility operated on a twenty-four (24) hour basis and serving participating jurisdictions that initially receives 911 calls and either directly dispatches emergency response services or relays the calls to the appropriate public safety agency.

Rates

The usage amounts billed to customers for regulated services and/or equipment.

1.0 Explanation of Terms and Abbreviations (Cont'd)**1.1 Definitions of Terms (Cont'd)****Service**

Any or all service(s) provided by Company pursuant to this tariff or Customer Contract.

Service Order

The written request for Network Services executed by the Customer and Company in the format designated by Company. The signing of a Service Order by the Customer and acceptance by Company initiates the respective obligations of the parties as set forth herein and pursuant to the tariffs of Company, but the duration of the service is calculated from the service commencement date.

Shared

A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Signaling

Represents the type of signaling format utilized to maintain a T1 level digital transmission from the Central Office to the customer premise. Signaling options include: AML, ESF, SF, B8ZF; other options may be available on an individual case basis.

Standard Elements

For Company bundled local packages, the Standard Elements consist of switched local dial tone, unlimited local calling, local number portability and mandatory EAS or EACS.

Suspend or Suspension

To disconnect or impair a service temporarily in order to disable either outgoing or incoming calls or both.

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1.0 Explanation of Terms and Abbreviations (Cont'd)1.1 Definitions of Terms (Cont'd)Terminal Interface

The method of physical connection between a Company-provided service and a Customer's or User's transmission cable, inside wiring, or terminal equipment. Depending upon the service ordered by the Customer, there may be a choice of terminal interfaces. The Customer is responsible for ordering a terminal interface that is compatible with the Customer's or User's terminal equipment. All terminal interfaces will be provided by industry-standard connectors as specified in or authorized by Subpart F of Part 68, Title 47, Code of Federal Regulations.

Timely Payment

A payment of the Customer's account made on or before the due date shown on a current bill for rates and charges or by an agreement between the Customer and Company for a series of partial payments to settle a delinquent account.

Two-Way

A service attribute that includes DOD (the ability to dial directly from an extension without having to go through an operator or attendant) for outbound calls and can also be used to carry inbound calls to a central point for further processing.

User

A Customer or any other person authorized by a Customer to use service provided to the Customer under a Company tariff.

1.0 Explanation of Terms and Abbreviations (Cont'd)

1.2 Explanation of Acronyms and Trade Names

DA = Directory Assistance
EAS = Extended Area Service
EACS = Extended Area Calling Service
EUCL = End User Common Line
FCC = Federal Communications Commission
ILEC = Incumbent Local Exchange Carrier
IXC = Interexchange Carrier
LATA = Local Access and Transport Area
LNP = Local Number Portability
NPA = Numbering Plan Area, more commonly known as Area Code
NRC = Non-Recurring Charge
OS = Operator Service
PICC = Primary Interexchange Carrier
RBOC = Regional Bell Operating Company
SNI = Standard Network Interface
TDD = Telecommunication Device for the Deaf
TRS = Telecommunications Relay Services Surcharge
TTY = Teletypewriter
USF = Universal Service Fund

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2.0 General Rules and Regulations**2.1 Undertaking of Company****2.1.1 General**

Pursuant to this tariff, Company undertakes to provide within the service area in which Company has been approved for certification the regulated intrastate, intraLATA, interexchange services, and retail services described in this tariff.

2.1.2 Limitations

- A. Service is offered subject to the availability of the necessary facilities and equipment and subject to the provisions of this tariff in compliance with limitations set forth in the Commission's rules.
- B. Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by Company, when necessary because of lack of facilities, or due to some other cause beyond Company's control on a non-discriminatory basis.
- C. The furnishing of service under the tariffs of Company is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.
- D. Company reserves the right to discontinue service when the Customer is using the service in violation of the provisions of this tariff, signed contract, or the law, with notice as required by the rules of the Commission.
- E. Company does not undertake to transmit messages or information, but offers the use of its facilities, when available, for that purpose.

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2.0 General Rules and Regulations (Cont'd)**2.2 Use****2.2.1 Lawful Purpose**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited consistent with the transmission and switching parameters of the telecommunications facilities utilized in the provision of the service.

2.2.2 Use of Service for Unlawful and/or Fraudulent Purposes

Company's services are provided subject to the condition that they will not be used for any unlawful and/or fraudulent purpose. Services will not be furnished if any law enforcement agency, acting within its jurisdiction, advises Company that such services are being used or are likely to be used in violation of the law and/or in a fraudulent manner. If Company receives other evidence giving reasonable cause to believe that such services are being used or are likely to be used for unlawful and/or fraudulent purposes, it may either discontinue or deny the services, and/or refer the matter to the appropriate law enforcement agency in accordance with law and/or Commission rules.

2.2.3 Unauthorized Use

Any individual who uses or receives Company's services other than under the provisions of an accepted application for service and a current Customer relationship shall be liable for the appropriate rates and charges for the service received and for Company's costs of investigation and collection.

2.2.4 Recording Devices

Company's services are not designed for the use of recording devices, and customers who use such devices to record two-way telephone conversations do so at their own risk.

2.2.5 Use of Service Mark

No Customer shall use any service mark or trademark of Company or refer to Company in connection with any product, equipment promotion, or publication of the Customer without the prior written consent of Company.

2.0 General Rules and Regulations (Cont'd)**2.3 Liability**

Company's liability, if any, for its willful misconduct is not limited by this Tariff. With respect to any other claim or suit, by a customer, or by any others, for damages associated with installation, provision, preemption, termination, maintenance, repair or restoration of service, or any other service, Company's liability, if any, shall not exceed an amount equal to the proportionate part of the monthly recurring charge for the service for the period during which the service was affected. This liability shall be in addition to any amounts that may otherwise be due the customer under this Tariff or state commission regulations as an allowance for interruptions.

The services furnished by Company, in addition to the limitations set forth preceding, also are subject to the following limitations: Company shall not be liable for damage arising out of our mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the service of Company caused by customer provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connection arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billing for the period of service during which such, mistake, omission, interruption, delay, error, defect in transmission or injury occurs.) Company also shall not be liable for the acts or omissions of other companies when their facilities are used to provide service.

Except for granting credit allowances for interruptions of service as provided in the last paragraph of this section, Company shall not be liable for any claim or loss, expense or damage, for any failure of performance due to failure or malfunction of Customer-supplied equipment, acts of God, storms, fires, floods or other catastrophes, power failure, natural emergencies, insurrections, riots or wars, or any law, order, regulation, or other action of any governmental authority or agency thereof.

Company shall not be liable for, and shall be fully indemnified and held harmless by, Customers against any claim or loss, expense or damage, for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, service mark, or proprietary or creative right, or any other injury to any person, property, or entity arising out of the material, data, or information transmitted.

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2.0 General Rules and Regulations (Cont'd)2.3 Liability (Cont'd)

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

Company's liability due to any failure of the transmission shall not exceed an amount equal to the charges provided for by the applicable tariff (for regulated services) and applicable price list, catalogue, and/or contract (for all other services) for the call. Company shall not be liable for damages arising out of the use of Company's services for the transmission of anything other than voice grade service.

Company will provide a customer's correct name and telephone number to a calling party either upon request to or interception by Company in the event there is an error or omission in the customer's directory listing. Company's liability for any errors or omissions in any directory listings is limited to the charges made for the listing itself. Company shall not be liable for any incidental, indirect, special or consequential damages of any kind, including loss of use, loss of business, or loss of profit, arising from errors or omissions in directory listings.

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2.0 General Rules and Regulations (Cont'd)**2.3 Liability (Cont'd)**

Notwithstanding anything to the contrary in this section, if Customer's service is interrupted and remains out of service for more than twenty-four (24) hours after the earlier of being reported to Company or being found by Company to be out of order, and if the interruption is not the result of a negligent or willful act by the Customer, a malfunction of Customer-owned equipment, Company's inability to gain access to the Customer's premises, or causes beyond Company's control as described in the first paragraph of this section, Company will make appropriate adjustments upon request. Such adjustments, in the form of direct payments or bill credits, will be the proportionate part of the monthly charge for all services and facilities rendered inoperative during the interruption, beginning with the hour of the report to Company, or discovery by Company, of the interruption. A service interruption may include, among other events, lawful disconnections pursuant to Section 2.11 of this tariff and when a customer's service interrupted during a move to a new Customer premise.

2.4 Equipment**2.4.1 Inspection, Testing, and Adjustment**

Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether the requirements of this tariff are being complied with in the installation, operation, or maintenance of the Customer's equipment. Company may interrupt the service at any time, without penalty to itself, unless interruption exceeds twenty-four (24) hours.

2.4.2 Interference and Hazard

The operating characteristics of Customer premises equipment or communications systems connected to Company's services must not interfere with, or impair, any of the services offered by Company. Additionally, connected Customer premises equipment must not endanger the safety of Company employees or the public, damage or interfere with the proper functioning of Company's equipment, or otherwise injure the public in its use of Company's services.

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2.0 General Rules and Regulations (Cont'd)

2.4 Equipment (Cont'd)

2.4.3 Maintenance and Repair

A. Customer Liability

The Customer shall be responsible for damages to Company's facilities used in the provision of regulated services caused by the negligence or willful act of the Customer or those using Company's service through the Customer. The Customer may not physically modify or intrude upon, rearrange, disconnect, remove, or attempt to repair any of Company's facilities except upon written consent of Company.

B. Leased or Owned Facilities

The Customer's obligation to Company is the same whether the facilities involved are Company's facilities or are facilities leased by Company from another party. If Company incurs expenses due to the Customer's actions that result in damage or impairment of Company's owned or leased facilities, Company will pass on to the Customer any and all expenses to repair Company's facilities or that the owner imposes on Company for leased facilities.

2.0 General Rules and Regulations (Cont'd)**2.5 Contract for Service**

Installation of certain services may require a contractual agreement between a Customer and the Company. The contractual agreement specifies the terms and conditions of service not covered by this tariff. The contract does not alter the obligations of Company to Customers as described in this tariff. The agreement may require the Customer to pay a minimum monthly fee ('MMF') wherein the Customer agrees, in writing, to pay for the duration of the term agreement, either the monthly recurring and usage charges, or the MMF amount, whichever is greater. Should the Customer choose to terminate their contract without cause prior to the agreed upon term, the Customer will be liable for the MMF specified in the contract multiplied by the number of months remaining in the term, unless Customer converts to another service provided by Company with equal or greater term and MMF commitment. In the event Company continues to provide service after the Customer contract is terminated or expires, then Company shall continue to provide service to the Customer under the terms of the then applicable tariff and applicable terms of the expired contract under a month-to-month arrangement.

2.6 Application for Service**2.6.1 Information Required**

When applying for service, each prospective Customer will be required to furnish Company with the following information:

- A. The name of the party who will be responsible for payment for the service provided.
- B. The address or addresses or exact location of the premises where service is to be provided and billed.
- C. Any information required to make a proper determination of appropriate creditworthiness.

2.6.2 Initiation of Service

Service shall be deemed to be initiated upon the service activation date. For multi-location customers, service shall be deemed to be initiated upon service activation at the first location.

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2.0 General Rules and Regulations (Cont'd)**2.7 Deposits****2.7.1 Deposit Requirements**

Company may require from any Customer or prospective Customer a deposit to be held as a guarantee for the payment of charges. Any applicant who is either not a previous Customer having an established prompt payment record or whose credit record is not satisfactory may be required to pay a deposit. Company may require separate deposits for different Services purchased by Customer, all of which must be paid before any service is installed. In its calculation of a Customer's creditworthiness, Company will use trading banking references, credit reports, and any other information pertinent to a Customer's credit subject to applicable law.

2.7.2 Amount of Deposit

The amount of the deposit shall not be more than two (2) months of usage of Company's services for any specific Customer. The amount of such usage may be estimated from past usage, the Customer's estimated anticipated usage, or Company's state average usage considering type and nature of service. The amount of deposit may exceed this total when services are provided for shorter periods of time or special occasions.

2.7.3 New or Additional Deposit

A new or additional deposit may be required to cover the amount provided in Section 2.7.2 above when a deposit has been refunded or is found to be inadequate by virtue of abnormal usage or nonpayment. Written notice shall be mailed advising the Customer of any new or additional deposit requirement, and the Customer shall have twelve (12) calendar days from the date of mailing to provide the new or additional deposit. The new or additional deposit is payable at the address specified in Section 2.7.4.

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2.0 General Rules and Regulations (Cont'd)**2.7 Deposits (Cont'd)****2.7.4 Handling of Deposits**

Deposits shall be sent or delivered to: Talk America Services, LLC, 4001 N Rodney Parham Rd., Little Rock, AR 72212. Company will maintain records that show the name and address of each depositor, the amount and date of the deposit, and each transaction concerning the deposit. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account and shall be disposed of in accordance with law.

2.7.5 Receipts

A receipt of deposit will be furnished to each Customer from whom a deposit is received. Upon request, duplicate receipts will be provided to Customers who have lost their receipts if the deposits are substantiated by Company's records.

2.7.6 Customer Obligations

The existence of a deposit in no way relieves the Customer of the obligation to comply with Company's regulations for the prompt payment of bills.

2.7.7 Refund

The deposit shall be refunded or credited to the Customer after not more than twelve (12) consecutive months of prompt payment or as required by applicable Commission rules. The account shall be reviewed after twelve (12) months of service, and if the deposit is retained, it shall again be reviewed at the end of Company's accounting year or on the anniversary date of the account.

2.7.8 Interest

Deposits held for thirty days or more will be paid interest on that deposit at a rate of 6%.

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2.0 General Rules and Regulations (Cont'd)**2.8 Billing****2.8.1 Monthly Billing**

Bills to Customers will be issued monthly unless Company is authorized by the Commission to bill at other than monthly intervals because of unusual circumstances. Local service charges, including installation charges, are billed in advance. Certain toll charges and NRCs are billed in arrears. If a Customer elects, Company may issue a billing statement to a Customer in an electronic format only.

Company shall have no responsibility with respect to billings, charges, or disputes related to services used by the Customer which are not included in the services herein including, without limitation, any local, regional, and long distance services provided by a third party vendor. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

2.8.2 Bill Contents

The bill form or a bill insert will provide the following information: the dates at the beginning and end of the billing period; the last date for timely payment, which shall not be less than twenty (20) days after the bill is rendered; the amount of the net charge, stated by category, for local service, bundled packages, packages of long distance minutes, ancillary services and equipment, toll service, information service, sales tax and excise tax, and of any late payment charge, together with the gross amount of the bill, with separate entries for total amounts current or in arrears. Company will also comply with reasonable requests for bill detail.

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2.0 General Rules and Regulations (Cont'd)2.9 Payment for Service2.9.1 Late Payment Charge

Company may impose a late payment charge, not to exceed the maximum rate as set by the Commission, on any bill not paid by the due date listed on the invoice. Customers are obligated to drop off payment at a designated payment location or mail payment to the address contained on the invoice. Customers shall be responsible for all costs incurred in the collection of unpaid charges or in any other action to enforce payments and/or obligations arising under this tariff. Company will also charge a check service charge if a check tendered for payment is returned to Company as non-sufficient funds (NSF) or is not in acceptable form.

2.9.2 Partial Payment

If a Customer makes a partial payment in a timely manner and does not designate the service for which payment is made, the payment shall first be applied to the undisputed balance for local service, with the remainder applied on a pro rata basis to regulated utility services and toll service. Any remainder will then be applied to deregulated and unregulated services other than toll. Any late payment penalty charge will be applied only to the outstanding balance for utility services.

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2.0 General Rules and Regulations (Cont'd)**2.9 Payment for Service (Cont'd)****2.9.3 Collection**

No collection efforts other than the rendering of the bill shall be undertaken until the delinquency date.

2.9.4 Taxes and Fees

Any governmental assessments, fees, licenses, or other similar taxes or fees imposed upon Company, may be charged to Customers receiving Company's service within the territorial limits of the governmental authority imposing such taxes and fees. Such taxes and fees will be allocated among such Customers on the basis of Customers' monthly charges for the types of service made subject to the taxes or fees. Such taxes and fees will be separately stated on bills.

LNP, PICC, USF, TRS, TTY/TDD, and any similar surcharges permitted to be passed through, will also be assessed where applicable, at the maximum permissible rate as determined by the Commission or governing authority.

2.10 Disputes and Complaints**2.10.1 Disputed Bills**

In the event of a dispute concerning the bill, Company will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and for not less than forty-five (45) days after the rendering of the disputed bill. Service shall not be disconnected for nonpayment of the disputed amount. The 45-day period may be extended by up to sixty (60) days if requested of Company by the Arizona Corporation Commission in the event the Customer files a written complaint with the agency. Subject to regulatory requirements, Company's policy is to limit retroactive adjustments for billing errors to 90 days prior to the date the error is discovered.

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2.0 General Rules and Regulations (Cont'd)

2.10 Disputes and Complaints (Cont'd)

2.10.2 Complaint Procedures

Inquiries, general questions, or complaints may be directed informally to Company by telephone, in person, or in writing at Talk America Services, LLC's offices located at 4001 N Rodney Parham Rd, Little Rock, AR 72212. Company's customer service department can be reached at 855-546-5000. Company's customer service department accepts calls on a twenty-four-hour-a-day basis. Complaints concerning the charges, practices, facilities, or services of Company will be investigated promptly and thoroughly. The Company will respond to a complaint within five working days as to the status of the Company's investigation of the complaint. Company will keep records of each complaint showing the name and address of the complainant, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable Company to review and analyze its procedures and actions. The records maintained by Company under this tariff will be available for inspection by the Commission or its staff upon request. Each Customer may file with the Commission for resolution of disputes. Each complainant will be mailed a statement of the complainant's right to contact the Commission at:

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

602-542-4251 (Phoenix)
1-800-222-7000 (Toll Free In-State Only)

520-628-6550 (Tucson)
1-800-535-0148 (Toll Free In-State Only)
Website: www.azcc.gov

2.0 General Rules and Regulations (Cont'd)

2.10 Disputes and Complaints (Cont'd)

2.10.3 Bill Insert or Notice

Company shall notify Customers, by bill insert or notice on the bill form, of the address and telephone number where a Company representative qualified to assist in resolving the complaint can be reached. The bill insert or notice shall also include the following statement: If Company does not resolve your complaint, the service may be subject to state regulation. You may contact the Arizona Corporation Commission at 1200 W. Washington Street, Phoenix, Arizona 66604, (602) 542-4251 or in Tucson at 520-628-6550.

2.11 Service Refusal, Disconnection, and Suspension

In no event shall service be disconnected on the day preceding or day on which Company's local business office or local authorized agent is closed.

2.11.1 Notice of Pending Disconnection

Prior to the disconnection of service, Company shall provide a written notice to the Customer setting forth the reason for disconnection and the final date by which the account is to be settled or specific action taken. Final dates shall be no less than ten (10) calendar days with respect to an unpaid bill after the notice is rendered and no less than 12 days with respect to an unpaid or new deposit. The notice shall be considered rendered to the Customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the notice shall be considered rendered when delivered to the last known address of the person responsible for payment for the service. The notice will specify a toll-free number at which a Company representative can be reached to provide additional information about the disconnection.

2.0 General Rules and Regulations (Cont'd)

2.11 Service Refusal, Disconnection, and Suspension (Cont'd)

2.11.2 Reasons for Service Refusal, Disconnection, and Suspension

Service may be refused, disconnected, or suspended:

- A. Without notice if a condition on the Customer's premises is determined by Company to be hazardous.
- B. Without notice if the Customer uses the service in such a manner as to adversely affect Company's equipment or Company's service to others.
- C. Without notice if equipment furnished, leased, or owned by Company is subject to tampering.
- D. Without notice if there is unauthorized use. Unauthorized use includes, without limitation, use or attempted use for an unlawful purpose and/or use or attempted use in any fraudulent manner.

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2.0 General Rules and Regulations (Cont'd)

2.11 Service Refusal, Disconnection, and Suspension (Cont'd)

2.11.2 Reasons for Service Refusal, Disconnection, and Suspension (Cont'd)

- E. With prior written notice if there are reasonable grounds to believe there is a violation of or noncompliance with Company's regulations on file with the Commission, municipal ordinances, or law.
- F. With prior written notice if the Customer or prospective Customer fails to furnish service equipment, permits, certificates, or rights-of-way specified to be furnished in Company's regulations filed with the Commission as conditions for obtaining service, or withdraws such equipment or terminates those permissions or rights, or fails to fulfill the contractual obligations imposed upon the Customer as conditions of obtaining service.
- G. With prior written notice if the Customer fails to permit Company reasonable access to its equipment.
- H. With prior written notice if the Customer routinely uses abusive or profane language or makes physical threats in conversations with Company personnel, or otherwise abuses access to customer service personnel by making repeated unwarranted calls that are unrelated to specific service issues.

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2.0 General Rules and Regulations (Cont'd)

2.11 Service Refusal, Disconnection, and Suspension (Cont'd)

2.11.3 Refusal, Disconnection, and Suspension of Service for Nonpayment of Bill

Except as restricted by Section 2.11.4, service may be refused, disconnected, or suspended for nonpayment of a bill if Company has made a reasonable attempt to effect collection and:

- A. Company has provided the Customer with ten (10) days' prior written notice with respect to an unpaid bill.
- B. Company is open, at minimum, one more hour and open the following day of the scheduled disconnection.
- C. In the event of a dispute concerning the bill, Company will require the Customer to pay a sum of money equal to the amount of the undisputed portion of the bill. Following payment of the undisputed amount, efforts to resolve the complaint using the complaint procedures in Section 2.10.2 shall continue, and service shall not be disconnected for nonpayment of the disputed amount.

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2.0 General Rules and Regulations (Cont'd)**2.11 Service Refusal, Disconnection, and Suspension (Cont'd)****2.11.4 Insufficient Reasons for Refusal, Suspension, or Discontinuance of Service**

The following reasons are not sufficient cause for refusal, suspension, or discontinuance of service to a present or prospective Customer:

- A. Delinquency in payment for service by a previous occupant of the premises to be served, unless that occupant is a Customer of the same household as the customer.
- B. Failure to pay for unregulated services or equipment purchases.
- C. Failure to pay the bill of another Customer as guarantor thereof.
- D. Failure to pay for a different type or class of public utility service or 900, 960 or 976 calls disputed by the Customer. However, if a residential customer has requested that Company remove the free 900 or 976 call blocking service, then that Customer shall be fully responsible for payment of all such calls regardless of who made the call from the Customer's telephone line.
- E. Failure to pay for information service not regulated by the Commission.
- F. Permitting another occupant of the premises access to the telephone utility service when that other occupant owed an uncollectible bill for service rendered at a different location.

2.11.5 Medical Emergency

Notwithstanding any other provision of this tariff, Company will postpone the disconnection of service to a residential Customer for a reasonable time, not to exceed thirty (30) days, if the Customer produces verification from a physician or a public health or social services official stating that telephone service is essential due to an existing medical emergency of the Customer, a customer of the Customer's family, or any permanent resident of the premises where service is rendered. This written verification shall identify the medical emergency and specify the circumstances. Initial verification may be by telephone if written verification is forwarded to Company within five (5) days.

2.0 General Rules and Regulations (Cont'd)**2.11 Service Refusal, Disconnection, and Suspension (Cont'd)****2.11.6 Temporary Service**

When Company renders temporary service to a Customer, the Customer may be required by Company to bear the entire cost of installing and removing the service facilities in excess of any salvage realized.

2.12 Cancellations and Deferments of Service

When a Customer cancels or defers an order for service before the service is activated, a charge applies that will allow Company to recover its unrecovered costs, including but not limited to outside vendor charges, engineering, labor, materials, and equipment. Charges apply as follows:

2.12.1 Cancellation

In a cancellation situation, the charge is equal to the unrecoverable costs incurred prior to the request for cancellation and the costs of removal, restoration, and disposal, if any, to comply with the cancellation. Those costs include, but are not limited to, costs of outside vendors, engineering, labor, non-recoverable materials, and equipment expense.

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2.0 General Rules and Regulations (Cont'd)**2.12 Cancellations and Deferments of Service (Cont'd)****2.12.2 Deferment of Start of Service**

If a request for deferment of service is received by Company prior to the date an order for equipment or service is placed with Company's supplier, no charge shall apply. For deferments received by Company subsequent to the date the order for equipment or service is placed with Company's supplier, a monthly recurring charge based upon the costs incurred prior to the request for the deferment applies. This monthly rate shall be equal to the deferred investment multiplied by the monthly prime interest rate as announced by USBank plus recurring costs resulting directly from the deferral such as storage, taxes, etc., unless otherwise ordered by the Commission.

In addition, any extraordinary nonrecurring costs resulting from the deferral, such as additional engineering, labor, and transportation, shall be billed in total. Billing shall start at the beginning of the month of deferment and extend to the start of service. Charges shall not exceed the monthly rate that would have applied had the service been established. Company will also charge the Customer who defers service any and all rates and charges incurred by Company for any leased facilities for which Company is held responsible. Company will make a good faith effort to minimize those rates and charges whenever possible.

2.13 Information Service Access Blocking

Where facilities are available, Company shall institute call blocking to all '900', '960' and '976' prefix numbers, without charge for the first block subject to applicable law. If a customer chooses to eliminate the free call blocking service for these types of calls, the Customer shall be fully responsible for all such charges regardless of who made such calls from the Customer's telephone line. Company will comply with all applicable rules of the Commission concerning such blocking.

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2.0 General Rules and Regulations (Cont'd)

2.14 Special Construction and Special Arrangements

Subject to the agreement of Company and to all of the regulations contained in the tariffs of Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications service not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- A. where facilities are not presently available, and there is no other requirements for the facilities so constructed;
- B. of a type other than that which Company would normally utilize in the furnishing of its services;
- C. over a route other than that which Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which Company would normally construct;
- E. on an expedited basis;
- F. on a temporary basis until permanent facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

2.14.1 Basis for Charges

Where Company furnishes a facility or service on a special construction basis, or any service for which a rate or charge is not specified in Company's tariffs, charges will be based on the costs incurred by Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the facilities provided.

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2.0 General Rules and Regulations (Cont'd)

2.14 Special Construction and Special Arrangements (Cont'd)

2.14.2 Basis for Cost Computation

The costs referred to in 2.14.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Installation cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Installation cost includes the cost of:
1. equipment and materials provided or used,
 2. engineering, labor and supervision,
 3. transportation,
 4. rights of way, and
 5. any other item chargeable to the capital account;
- B. Annual charges including the following:
1. cost of maintenance,
 2. depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage,
 3. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items,
 4. any other identifiable costs related to the facilities provided, and
 5. an amount for return and contingencies.

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2.0 General Rules and Regulations (Cont'd)

2.15 Non-Routine Installation

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

2.16 Universal Emergency Telephone Number Service (911)

The Company will supply the 911/E-911 service provider in the Company's service area with accurate information necessary to update the 911/E-911 database at the time Company accepts Customer orders. At the time that the Company provides local service to a Customer, the Company will make the necessary equipment or facility additions in order to accurately and properly update the database for 911/E-911.

By dialing 911, the customer agrees to release, indemnify, defend, and hold the Company harmless from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated 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 the 911 service.

The Company will bill the Customer a monthly surcharge, per voice grade equivalent line in order to fund the E-911 system.

Access (at no additional charge) to the emergency services bureau by dialing 9-1-1 is offered at no charge to the Customer.

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2.0 General Rules and Regulations (Cont'd)

2.17 IntraLata/InterLATA Toll Presubscription

A. General

IntraLATA/InterLATA toll presubscription is a procedure whereby a Customer may select and designate an IntraLATA and/or InterLATA Toll Provider ("ITP") to access IntraLATA and/or InterLATA toll calls in Arizona without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the Customer preferred IntraLATA/InterLATA toll provider.

Selection of an ITP by a Customer is subject to the terms and conditions in Section 2.17.B.

B. Presubscription Charge Application

1. Initial Free Presubscription Choice for Customers

New customers (including an existing customer who orders an additional line) who subscribe to local service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a customer cannot decide upon either an IntraLATA and/or an InterLATA toll carrier at the time, the customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA and/or InterLATA toll calls until such time as the customer has notified the Company that it has selected a primary ITP.

Initial free selections available to Customers are:

- a. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- b. Choosing no carrier as a primary carrier thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.

2. Charge for Subsequent PIC Changes

Customers will be assessed a nonrecurring charge, as set forth in 3.4.5, for subsequent PIC changes.

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3.0 Services, Rates, and Charges

3.1 Local Service Overview

3.1.1 Nature of Service

Local Service is a service that allows customers to originate non-toll local calls at locations within the service areas in which Company has been approved for certification for termination within the local calling area (including any applicable EAS areas) of those locations. Subject to service availability and the package selection by the customer, Local Service may include services in addition to those required for completion of non-toll local calls (including services which may not be subject to regulation under this tariff) which are purchased as part of a bundled package.

3.1.2 Availability

Company offers local service in the areas in which it has been certified by the Arizona Corporation Commission and in which Company has available required network facilities or is able to lease required network facilities to enable the offering of service. Some services and features may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. Company will provide the most feature rich version of a feature in the bundled Local Service package available in a given market depending on network availability or configuration.

3.1.3 Local Service Packages

The standard elements of local line packages consist of local dial tone and unlimited local calling unless otherwise noted in a service specific description. Mandatory extended area service ('EAS') is provided where applicable for the prices set forth in the Rate Tables. Local service packages are provided for residential uses only. Service may be suspended or terminated, after proper notice, if it is determined that a Customer is using the service for non-residential applications, such as commercial facsimile, auto-dialing, or telemarketing.

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3.0 Services, Rates, and Charges (Cont'd)

3.1.4 Promotional Offerings

Company may from time to time engage in special promotions of limited duration. These promotions may be in the form of waiver or reduced recurring and nonrecurring fees, lowered usage charges, or other actions designed to attract new Customers or to increase existing Customer awareness of a particular service. All promotions will be offered on a non-discriminatory basis to eligible Customers.

3.1.5 Individual Case Basis (ICB) and Term and Volume Discounts

Company may offer individualized arrangements on a case-by-case basis where necessary to meet prices, terms, or conditions of service offered by competitors. In such cases, the prices offered by Company shall not exceed the prices for similar services contained in this tariff.

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3.0 Services, Rates, and Charges (Cont'd)

3.2 Directory Assistance

3.2.1 Nature of Service

Directory Assistance (DA) Service is defined as furnishing aid in obtaining telephone numbers.

3.2.2 Availability

DA is available to all Customers.

3.2.3 Maximum Number of Requests Per Call

Two (2) requests for a telephone number will be accepted per call to the DA operator. A telephone number that is not listed in the DA records will not be available to the Customer.

3.2.4 Operator Limitations

The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than provision of DA service.

3.2.5 Persons and Locations Exempt from All DA Charges

Any Customer who is visually, physically or mentally handicapped in a way that makes the Customer unable to utilize a telephone directory shall be exempt from charges for DA. The Customer must provide Company with certification of this condition. Certification from a doctor, psychologist, psychiatrist, county or state social service agency, or similar person or agency will be acceptable. The exemption is effective prospectively and also retroactively for the month prior to the presentation of the certificate to Company.

3.2.6 Rate

Customers not exempted in Section 3.2.5 will be charged the following rate per call.

	<u>Current</u> <u>Charge Per Call</u>	<u>Maximum</u> <u>Charge Per Call</u>
Local or Long Distance Directory Assistance	\$1.99	\$4.00

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3.0 Services, Rates, and Charges (Cont'd)

3.3 Directory Listing Service

For each Customer of Company-provided Exchange Access Service(s), the Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for optional listing services, subject to availability, at the rates following

3.3.1 Non-Published Listing

A non-published listing is not listed in either the alphabetical section of the dominant Local Exchange Company's directory or Company directory assistance records and will not be furnished upon request of a calling party. The Company will complete an incoming call to a Customer with a non-published listing only when the calling party places the call by number.

	Monthly Recurring Charge	
	<u>Current</u>	<u>Maximum</u>
Each Non-Published Listing	\$1.90	\$3.80

3.3.2. Non-Listed Listing

A non-listed listing is not listed in the alphabetical section of the dominant Local Exchange Company's directory, but is maintained on Company directory assistance records and will be furnished upon request of a calling party. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a non-listed telephone number in the directory shall attach to the Company.

	Monthly Recurring Charge	
	<u>Current</u>	<u>Maximum</u>
Each Non-Listed Listing	\$1.50	\$3.00

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3.0 Services, Rates, and Charges (Cont'd)

3.4 Nonrecurring Charges

3.4.1 Early Termination Charges

If a Customer terminates service prior to the expiration of the term of the contract without cause, the Customer may be required to pay an early termination charge as set forth in the contract for service.

3.4.2 Third Party Vendor Charges

Customers may also be charged for certain charges incurred by Company (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

3.4.3 Reconnection Fee

Residential, current rate: \$35.00/line
Residential, maximum rate: \$50.00/line

This charge applies to reconnect service after service has been suspended, and is due at the time services are restored.

3.4.4 Nonsufficient Funds Charge (NSF Checks)

The NSF check charge shall be \$25.00, or the highest amount permitted by law. This charge applies when a check has been returned by the bank for non-payment.

3.4.5 PIC/LPIC Change Charge

Initial PIC/LPIC selections will be processed at no charge. A non-recurring \$5.50 charge shall be applicable to all subsequent PIC/LPIC changes. If a PIC/LPIC change is initiated by an IXC on behalf of the Customer, and the Customer denies having made a change, and the IXC is unable to produce documentation of the change with a letter of agency signed by the Customer; then the Customer will be reassigned to its previously selected PIC/LPIC and the charge will be assessed to the IXC.

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3.0 Services, Rates, and Charges (Cont'd)

3.4 Nonrecurring Charges (Cont'd)

3.4.6 Trouble Isolation Charge

This charge applies when Company dispatches either its own, or a third-party, technician to a customer premises to test the line from the central office, up to the demarcation point, and the line tests clear (no trouble found in the Company facilities). No Trouble Isolation Charge shall apply if the customer subscribes to an inside wire maintenance plan with Company or trouble is found on the network side of the demarcation point.

Current Rate: \$95.00 per hour
Maximum Rate: \$150.00 per hour

3.4.7 Bill Copies

Residential Customer: \$5.00 per copy*

Additional and alternate bill copies will be available upon a customer's request. An additional bill copy is a secondary copy of the customer's initial bill and an alternate bill copy is an additional bill sent to a different address other than the billing address. Charges for the additional and alternate bill copies are noted above.

*This charge may be waived if the additional bill is a replacement of the original bill which was lost or destroyed.

3.4.8 [Reserved for Future Use.]

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Original Sheet No. 47

3.0 Services, Rates, and Charges (Cont'd)

3.4 Nonrecurring Charges (Cont'd)

3.4.9 Payphone Surcharge

Payphone Surcharge \$0.60 / per call

Payphone Surcharge is applied to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access Company services. This charge is in addition to standard tariffed usage charges and surcharges.

3.4.10 [Reserved for Future Use]

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3.0 Services, Rates, and Charges (Cont'd)

3.4 Nonrecurring Charges (Cont'd)

3.4.11 Service Charges

All rates apply on a per line basis, unless otherwise noted, below.

<u>Residential Customers Service Charges</u>	<u>Current Rate</u>	<u>Maximum Rate</u>
Line Installation, per line (unbundled)	\$80.00	\$100.00
Move Line, per line	\$35.95	\$70.00

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3.0 Services, Rates, and Charges (Cont'd)

3.5 Local Service Access Line- Unbundled

An unbundled Local Service Access Line provides Residential customers a local service option without enrolling in a package. Customers will be provided a basic single-line residence service that provides voice grade access to the public switched network and includes touch calling, a standard white page listing, access to emergency services (for example, 911, E911), access to operator services, access to interexchange services, access to directory assistance, and toll blocking service.

Unbundled Local Service Access Line, per month \$22.00⁺

⁺ Current Rate; Maximum Rate = \$25.00

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3.0 Services, Rates, and Charges (Cont'd)**3.6 Residential Service Packages**

All plans are available to new or existing Residential customers. The Company does not offer service to Business or Commercial customers at this time.

The standard elements of local line packages consist of local line packages consist of local dial tone and unlimited local calling unless otherwise noted in a service specific description.

Unless otherwise specified, each plan detailed in Section 3.6.3 following, is 'Month to Month'; there is no term commitment.

Not all services, features, and charges included in, and associated with, the package plans in Section 3.6.3 are regulated by the Arizona Commission.

3.6.1 Residential Optional Features

Additional Optional Features below are available on all Residential Service Packages in Section 3.6.3 of this tariff.

	<u>Current Rate</u>	<u>Maximum Rate</u>
Unlimited Directory Assistance	\$12.95	\$15.00
Distinctive Ring	\$4.95	\$10.00

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3.0 Services, Rates, and Charges (Cont'd)3.6 Residential Service Packages (Cont'd)3.6.2 Residential Packages, Miscellaneous Charges

Unless otherwise specified, when applicable, the following charges apply to the Residential Local Service Packages detailed in Section 3.6.3 of this tariff.

	Current Add/Change/Delete Fee	Maximum Add/Change Fee	MRC	Current Usage Charge, Per Minute	Maximum Usage Charge, Per Minute	Current Surcharge	Maximum Surcharge
800 Numbers	\$ 10.80	\$20.00	N/A	\$ 0.10	\$0.15	N/A	N/A
Travel Calling Cards	\$ 10.80	\$20.00	N/A	\$0.25	\$0.35	\$ 1.25, per call	\$2.00, per call
CID Name Changes	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Collect Call and/or 3rd Party Blocks	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Add New Service	\$ 10.80	\$20.00	Varies	N/A	N/A	Varies	Varies
Remove Service	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Feature Changes	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Listing Changes	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Plan Changes	\$ 10.80	\$20.00	N/A	N/A	N/A	N/A	N/A
Number Changes	\$ 35.00	\$50.00	N/A	N/A	N/A	N/A	N/A

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans

A. Value Phone

Included in the monthly per line charge:

- Unlimited Local Calling
- Long Distance \$0.09 per minute†
- Last Call Connect, Repeat Dial, Speed Dial and Three Way Conference Calling. A La Carte features available at additional charge.

Monthly Rates and Charges

- \$19.95 per month, Standard taxes and Fees apply‡
- \$6.00 End User Common Line charge added to each account per month
- Installation Fee \$39.95*§

** For new customers that fail the credit check, this fee is collected at the time of sale. For new customers that pass the credit check, this fee appears on the first month's invoice.*

† Current Rate; Maximum Rate = \$0.12 per minute
‡ Current Rate; Maximum Rate = \$30.00 per month
§ Current Rate; Maximum Rate = \$50.00

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans (Cont'd)

A. Value Phone (Cont'd)

Value Phone Package Optional Features Available
A La Carte Price per Package, Per Feature

	<u>Current</u> <u>Rate</u>	<u>Maximum</u> <u>Rate</u>
	***	***
Voice mail	***	***
Caller ID	\$5.75	\$7.00
Call Waiting	\$3.25	\$5.00
Anonymous Call Rejection	\$2.65	\$4.00
Call Blocking	\$3.75	\$5.50
Call Forwarding	\$3.25	\$5.00
Remote Call Forward	\$5.00	\$6.50

***Service is not regulated by the Commission.

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans (Cont'd)

B. Local Connect

Included in the monthly per line charge:

- Unlimited Local Calling
- Long Distance \$0.05 per minute
- Voicemail***, Caller ID, Call Waiting, Anonymous Call Rejection, Call Blocking, Call Forwarding, Last Call Connect, Repeat Dial, Remote Call Forwarding, Speed Dialing, Three Way Conference Calling

Rates and Charges

- \$35.00 per month, standard taxes and Fees apply**
- Installation Fee \$39.95*,††

** For new customers that fail the credit check, this fee is collected at the time of sale. For new customers that pass the credit check, this fee appears on the first month's invoice.*

****Service is not regulated by the Commission.*

** Current Rate; Maximum Rate = \$45.00 per month

†† Current Rate; Maximum Rate = \$50.00

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans (Cont'd)

C. Complete Connect

Included in the monthly per line charge:

- Unlimited Local Calling
- Unlimited Long Distance Calling
- Voicemail***, Caller ID, Call Waiting, Anonymous Call Rejection, Call Blocking, Call Forwarding, Last Call Connect, Repeat Dial, Remote Call Forwarding, Speed Dialing, Three Way Conference Calling

Rates and Charges

- \$45.00 per month, standard taxes and Fees apply††
- Installation Fee \$39.95*, ‡‡

** For new customers that fail the credit check, this fee is collected at the time of sale. For new customers that pass the credit check, this fee appears on the first month's invoice.*

****Service is not regulated by the Commission.*

†† Current Rate; Maximum Rate = \$55.00 per month

‡‡ Current Rate; Maximum Rate = \$50.00 per month

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans (Cont'd)

D. Local Connect Plus

Included in the monthly per line charge:

- Unlimited Local Calling
- Long Distance \$0.05 per minute
- Voicemail***, Caller ID, Call Waiting, Anonymous Call Rejection, Call Blocking, Call Forwarding, Last Call Connect, Repeat Dial, Remote Call Forwarding, Speed Dialing, Three Way Conference Calling
- Includes High-Speed DSL Internet up to 8MPS***.
- 4 port Wi-Fi Router (shipping extra) and self-installation kit***.
- Three email addresses, free pop-up blocker, SPAM blocker and anti-virus***.

Rates and Charges

- \$55.00 per month, standard taxes and Fees apply***
- Installation Fee \$79.90*,†††

** For new customers that fail the credit check, this fee is collected at the time of sale. For new customers that pass the credit check, this fee appears on the first month's invoice.*

****Service is not regulated by the Commission.*

*** Current Rate; Maximum Rate = \$65.00 per month

††† Current Rate; Maximum Rate = \$100.00

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3.0 Services, Rates, and Charges (Cont'd)

3.6 Residential Service Packages (Cont'd)

3.6.3 Residential Package Plans (Cont'd)

E. Complete Connect Plus

Included in the monthly per line charge:

- Unlimited Local Calling
- Unlimited Long Distance
- Voicemail***, Caller ID, Call Waiting, Anonymous Call Rejection, Call Blocking, Call Forwarding, Last Call Connect, Repeat Dial, Remote Call Forwarding, Speed Dialing, Three Way Conference Calling

Includes High-Speed DSL Internet up to 8MPS***.

4 port Wi-Fi Router (shipping extra) and self-installation kit***.

Three email addresses, free pop-up blocker, SPAM blocker and anti-virus protection***.

Rates and Charges

- \$65.00 per month, standard taxes and Fees apply§§§
- Installation Fee \$79.90*,****

** For new customers that fail the credit check, this fee is collected at the time of sale. For new customers that pass the credit check, this fee appears on the first month's invoice.*

****Service is not regulated by the Commission.*

§§§ Current Rate; Maximum Rate = \$75.00 per month

**** Current Rate; Maximum Rate = \$100.00

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC.

(N)

Services listed in this Section 4 are available to former residential customers of PAETEC Communications, Inc., who were transferred to Talk America Services, LLC. These services are available only to existing Customers at existing locations. Any moves, additions or changes to service will require the customer to choose a corresponding service from Section 3 of this tariff. Additional non-service specific charges set forth in Section 3 may also apply.

4.1 General

Carrier provides resold interexchange telecommunications services, including direct-dialed message telecommunications services (MTS), and 800/888/877 service. Calls are rated based on the duration of the call. Services are available twenty-four (24) hours a day, seven days a week. Calls are rounded up to the next cent at the termination of the call.

(N)

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC, (Cont'd.)

(N)

4.2 Residential Switched Outbound (1+)

Switched outbound services provide direct dialed (1+) long distance services to residential subscribers. Subscribers may also access Carrier's services by dialing "10XXX." Subscribers access Carrier's services through switched access origination.

Billing Minimum: One Minute

Billing Increments: One Minute

Maximum Rate: \$0.300

Actual Rate: \$0.2629

4.3 Residential Switched 800/888/877 Inbound

Switched 800/888/877 provides an inbound toll-free calling service to residential Subscribers. Subscriber is billed for each toll-free call, rather than the call originator. Calls terminate to Subscriber via dedicated access lines. Subscribers may be billed a monthly recurring charge. Inbound toll free intraLATA calls or inbound toll free instate interLATA calls where the Company may or may not be the responsible organization and where an interexchange carrier, or an entity other than a local exchange carrier, is not involved in the switching and transport of those calls between the calling party and the Company switching center, shall be subject to the rates for inbound toll free calling as published herein.

Billing Minimum: One Minute

Billing Increments: One Minute

Maximum Rate: \$0.300

Actual Rate: \$0.2629

MRC: \$2.95

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC, (Cont'd.)

(N)

4.4 800/888/877 Travel Card

800/888/877 Travel Card Service provides customers the opportunity to make calls while away from their home or office. Subscribers may access Carrier's services through an 800/888/877 number provided by Carrier.

Billing Minimum: One Minute
Billing Increment: One Minute
Maximum Rate: \$0.250
Actual Rate: \$0.200

4.5 Directory Assistance

Subscribers may request directory assistance from Carrier.

Maximum Rate: \$2.00 per request
Actual Rate: \$1.99 per request

4.6 Account Handling Charge

Account Handling Charge is assessed to a customer's account for each Company attempt to return an outstanding credit balance to the customer if a first mailing is returned undeliverable. The charge is assessed at \$2.50 per month, beginning from the second monthly billing period following the month in which the account was closed until the customer requests a refund or the balance is exhausted.

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC, (Cont'd.)

(N)

4.7 American Long Lines Services

Customers receiving the rates listed in this section are defined as customers of American Long Lines (the "Existing AmLL Customers") whose long distance services are now being provided by Talk America Services, LLC. Service is available on a full-time basis, twenty-four hours a day, seven days a week. Service is provided and billed on a monthly basis unless otherwise specified. The following rates will be available to the Existing AmLL Customers through the remaining term, if any, of the Existing AmLL Customers' respective contracts

4.7.1 Option 1 Service

Option 1 Service is offered to Residential Subscribers for outbound calling. This service utilizes Customer-provided switched access lines.

	<u>Maximum</u>	<u>Current</u>
Monthly Minimum Billing	\$10.00	\$5.00
Usage Rates Per Minute		
Per minute	\$0.30	\$0.13

4.7.2 Option 2 Service

Option 2 Service is offered to Residential Subscribers who have a demonstrated monthly billing exceeding \$500 for outbound calling. This service utilizes Customer-provided switched access lines.

	<u>Maximum</u>	<u>Current</u>
Monthly Minimum Billing	\$10.00	\$5.00
Usage Rates		
Per minute, Peak	\$0.25	\$0.12
Per minute, Off-Peak	\$0.25	\$0.10

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC, (Cont'd.)

(N)

4.7 American Long Lines Services, (Cont'd.)

4.7.3 Option 3 Service

Option 3 Service is offered to Residential Subscribers who have a demonstrated monthly billing exceeding \$2500 for outbound calling. This service utilizes Customer-provided dedicated access lines.

	<u>Maximum</u>	<u>Current</u>
Monthly Minimum Billing	\$10.00	\$5.00
Usage Rates		
Per minute, Peak	\$0.20	\$0.12
Per minute, Off-Peak	\$0.20	\$0.10

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4.0 Grandfathered Services For Customers of PAETEC Communications, Inc. Transferred to Talk America Services, LLC, (Cont'd.)

(N)

4.7 American Long Lines Services, (Cont'd.)

4.7.4 Inbound Toll-Free Number Service

A. General Description

Inbound Toll-Free Number Service is an 800/888 number service available for Customer use twenty-four (24) hours a day, seven (7) days a week. Service is terminated over standard Customer-provided switched access lines. Intrastate service is offered in conjunction with Interstate service.

B. Reservation of Toll-Free (i.e., 800/888) Numbers

The Company will make every effort to reserve toll-free vanity numbers on behalf of Customers, but makes no guarantee or warranty that the requested toll-free number(s) will be available or assigned to the Customer requesting the number.

C. Toll-Free (i.e., 800/888) Number Portability

If a Customer accumulates undisputed delinquent charges, the Company reserves the right not to honor that Customer's request for a change in service, including a request for Resp. Org. change, until such charges are paid in full.

The Customer does not retain rights in toll-free numbers which are shared with other Customers of the Company. Shared toll-free numbers are not portable.

	<u>Maximum</u>	<u>Current</u>
Monthly Minimum Billing	\$10.00	\$5.00
Usage Rates		
Per minute rate:	\$0.30	\$0.149

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4.0 Grandfathered Services For Customers of PAETEC Transferred to Talk America Services, LLC.
(Cont'd.)

(N)

4.7 American Long Lines Services, (Cont'd.)

4.7.5 Travel Card Service

Travel Card Service is available to Subscribers for originating telephone calls while away from home. Service is accessed by dialing the Company-designated toll free access number, along with the destination number and valid authorization code. Calls are billed in six second increments. The minimum call duration for billing purposes is eighteen (18) seconds. Partial increments are rounded up to the next increment.

	<u>Maximum</u>	<u>Current</u>
Usage rate, per minute:	\$0.40	\$0.13
Per call surcharge:	\$1.00	\$0.00
Minimum Monthly Billing	\$1.00	\$0.00

4.7.6 Returned Check Charge

The Company reserves the right to assess a charge of \$20.00, or the maximum amount allowed by law, whenever a check or draft presented for payment of service is not accepted by the institution upon which it is written.

4.8 Pay Telephone Surcharge

This surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company service and is unrelated to the Company service accessed from the pay telephone. Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the # symbol).

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Per Call Charge \$0.494

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC

(N)

Services listed in this Section 5.0 are available to former residential Customers of McLeodUSA Telecommunications Services L.L.C. d/b/a PAETEC Business Services who were transferred to Talk America Services, LLC. These services are available only to existing Customers at existing locations. Any moves, additions or changes to service will require the Customer to choose a corresponding service from Section 3 of this tariff.

5.1 Description of Services Offered

5.1.1 Local Service

A. Local Service Packages

The standard elements of local line packages consist of local dial tone and unlimited local calling unless otherwise noted in a Service specific description. Mandatory extended area service ("EAS") is provided where applicable for the prices set forth in the Rate Tables. Customers with multiple lines at a single location may purchase different Packages for each telephone line at a particular location. Residential Customers shall select a long distance package of anytime minutes for each location, which shall be shared by all lines serving that Customer location.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages

Some features included in certain Local Service Packages may not be available in all areas, or may slightly vary between service areas contingent on network availability or configuration. The Company will provide the most feature rich version of a feature in the bundled Local Service package that is available in a given market depending on network availability or configuration.

Anonymous Call Rejection

Allows customer to automatically reject all calls that have been marked anonymous by the calling party. The call is routed to a denial announcement and subsequently terminated.

Blocking Services.

Blocking Services prevent certain call types from being completed. Blocking service examples include blocking outgoing 10XXX1+ or 900 or 976 calls.

Call Forwarding Busy/Don't Answer/Variable

Call forwarding is the ability to forward an incoming call to a preselected station if the called station is unable to receive the call. "Call forwarding busy" will forward the call if the called station is in use; "call forwarding don't answer" will forward the call after a predetermined number of rings; "call forwarding variable" will forward the call regardless of the status of the called station.

Call Block

Allows customer to block incoming calls from up to a maximum of fifteen telephone numbers.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages (Cont'd.)

Call Trace

Permits the tracing of the last call received and holds the results for later use by an authorized law enforcement agency. Results of call trace will be provided only to appropriate law enforcement personnel, and not to the customer.

Call Transfer

The ability to forward a call in progress to another station.

Call Transfer Disconnect

Call Transfer Disconnect is the ability to transfer of calls to another line, disconnecting that call so that it frees up the original line.

Call Waiting

Call waiting is the ability of the called station to generate a tone when the called station is in use to alert the user that another call is waiting to connect with the called station.

Call Waiting ID

Call waiting ID is the ability to identify the party calling when on another call.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages (Cont'd.)

Caller ID Blocking

Provides a permanent indicator on a customer's line. Once the block is established on the customer's line, the private status can be deactivated by the customer by dialing a series of number before each call, to change the indicator from private to public. This one call unblock allows the name and number to be sent for that one call only.

Customers who choose per line blocking for the first time will not be charged the nonrecurring charge. New customers to the Caller ID serving area will be provided the same option. A customer requesting per line blocking will pay a nonrecurring charge for re-establishing line blocking.

The standard dialing pattern for per-call Called ID Blocking is *67 (1167 from a rotary telephone). The standard dialing pattern for a per-call unblocking is *82 (1182 from a rotary telephone).

Caller Identification

Allows for the automatic delivery of a calling party's name, telephone number (including non-published and non-listed telephone numbers) or both to the called customer. The number is displayed on customer provided equipment. The Company will provide the most feature rich version of caller identification in the bundled Local Service package available in a given market depending on network availability or configuration.

Repeat Dialing

Allows a customer to dial a code that will cause the feature to automatically redial the last number the customer dialed. If the called number is busy, the feature will redial the called number for a limited period of time. A distinctive ring alerts the customer when the called number becomes available. This service is available on a usage or subscription basis.

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages (Cont'd.)

Hunting

Hunting is the ability to forward an incoming call to the next number in a hunting group if the called number is busy.

Circular Hunt is an option of Hunting service that allows for hunting to start at the dialed number and continues in ascending order to the last number in the hunt group. Hunting then proceeds to the first number of the hunt group and continues through the group until an idle line is reached or the number just preceding the dialed number is reached. The rates and charges for Circular Hunt are in addition to the rates and charges for Hunting Service.

Preferential Hunt is an option of Hunting service that allows for calls to a specific number (other than the first number) within a hunt group to hunt over a unique sequence of lines within the hunt group. The Preferential Hunt sequence is different than that encountered when a caller dials the first telephone number in a hunt group.

Call Return

The customer does not have to know the number of the calling party. If the calling party's number is blocked by the calling party, the service will not return the call.

No Solicitation

Allows a customer to deter sales and telemarketing calls received by the customer. This is accomplished via a recorded message which informs the caller that the customer does not accept telephone solicitations, and asks solicitors to hang up and to place the called party on the solicitors "do-not-call" list. No Solicitation automatically screens calls between the hours of 8:00 A.M. until 9:00 P.M. daily. A caller may press one, or stay on the line to complete the call connection.

(N)

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages (Cont'd.)

Priority Call

Provides the end user with a distinctive ring when called from pre-selected telephone numbers. Calls other than from the selected numbers are received with a standard ring pattern. Toll Free, International and 900 numbers are not programmable with Priority Call.

Remote Access to Call Forward

This feature allows a user at a "remote" location to activate/deactivate the call forwarding feature. The user gains remote access to the call forwarding feature from a touch tone phone at a remote location. The RACF feature uses an announcement system to provide interactive voice message prompting, which allows customers to verify the forwarded-to directory number. Changes are accomplished by remotely calling an access number, entering the appropriate line and PIN information when prompted to do so, and making any desired changes.

Speed Calling

Permits placing calls to 8 or 30 telephone numbers dialing an abbreviated code.

Three-Way Calling

The ability to add a third line to an established conversation.

Toll Restriction

Toll Restriction provides for exchange access lines to be restricted from dialing billable toll calls. Attempted violation of the restrictions are routed to an announcement.

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5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

B. Description of Features Included In Certain Local Service Packages (Cont'd.)

Intercept Services/Referral Recording

Intercept Services provide new number or explanatory information to callers dialing changed or disconnected numbers. The services include messages delivered either mechanically or by operator. Intercept services apply to temporary and permanently disconnected numbers. Basic Intercept and Referral Recording services are for periods up to 3 months.

Basic Intercept Service includes all intercept recordings that do not provide the new number information. New Number Referral Service includes all intercept recordings that provide the new number information.

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

C. Directories

1. Listing Service

One listing, the Primary Listing, is provided without charge for each customer location. Where two or more exchange lines are served on a hunting service basis, only one Primary Listing for the group will be provided.

2. Directory Distribution

One local exchange directory will be provided to a customer for each customer location at the time directories are distributed by the incumbent local exchange carrier.

D. PRI T-1 Service

PRI T-1 (Primary Rate Interface) T-1 Service provides the customer with a direct digital connection via switched access to one or more private or public services. PRI T-1 Service is an enhanced T-1 service that allows the customer Integrated Services Digital network (ISDN) bandwidth that facilitates end-to-end digital connectivity to support a variety of services. PRI T-1 Service is 23 B channels each being a full 64,000 bps. One channel is a D channel to allow for signaling information to be passed. The service is utilized to connect ISDN compatible equipment at the customer premises to a suitably equipped Company node.

E. Calling Card

A postpaid calling card issued by the Company which allows Subscribers and/or Users to make telephone calls and charge the calls to a postpaid account. Calls charged to a Carrier-issued postpaid Calling Card will appear on the Subscriber's regular monthly bill.

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.1 Local Service, (Cont'd.)

F. Directory Assistance

Nature of Service

Directory Assistance (DA) Service is defined as furnishing aid in obtaining telephone numbers.

Availability

DA is available to all Customers.

Maximum Number of Requests Per Call

Two (2) requests for a telephone number will be accepted per call to the DA operator. A telephone number that is not listed in the DA records will not be available to the Customer.

Operator Limitations

The Directory Assistance operator will not transfer, forward or redial a Customer's call to any other location for any purpose other than provision of DA service.

Persons and Locations Exempt from All DA Charges

Any Customer who is visually, physically or mentally handicapped in a way that makes the Customer unable to utilize a telephone directory shall be exempt from charges for DA. The Customer must provide the Company with certification of this condition. Certification from a doctor, psychologist, psychiatrist, county or state social service agency, or similar person or agency will be acceptable. The exemption is effective prospectively and also retroactively for the month prior to the presentation of the certificate to the Company.

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.2 Operator Services

Operator Services is the furnishing of services for the completion of calls by consumers and customers pre-subscribed to company made with the assistance of a company operator within the state including aggregator sites and locations. Aggregator sites include, but are not limited to hotels/motels, hospitals, business, military establishments; and locations of public, semi-public, or private pay telephones. Note: Charges for these services are exempt when requested by authorized emergency personnel. Customers may receive bills directly from other operator service providers whose services the customer may use.

Busy Line Verification Surcharge - Charge to end-user to verify whether a telephone line is in use or has trouble.

Busy Line Verification Interrupt Surcharge - Charge to end-user to verify whether a telephone line is in use, and then to interrupt the end-users current phone call.

Calling Card Surcharge - This charge applies when a 0+ or 0- call is charged to a valid calling card. In order to control fraud, the company may refuse to accept a card that it determines or suspects to be invalid.

Collect Surcharge - This charge applies when an end-user requests the operator to bill the charges to the called station or party which agrees to pay for all charges.

General Assistance Surcharge - Charge to end-user to obtain information such as time of day, day of the week, area codes, international country and/or city codes.

Operator Dialed Surcharge - In addition to the per minute usage rates, an operator dialed surcharge also applies to each type of call. This is a charge that is assessed to the customer for having the operator dial the called number for them.

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(N)

5.1 Description of Services Offered, (Cont'd.)

5.1.2 Operator Services, (Cont'd.)

Person-to-Person Surcharge - Charge when the end-user specifies to the operator a particular party to be reached. If the original person, department, mobile station, extension, or office designated by the end-user is unavailable and the end-user requests or agrees to talk to any other party, the call is still charged as a Person-to-Person call.

Third Party - The end-user requests the operator to bill the charges for a call to a number other than that of the called or calling party. The party receiving the charges agrees to pay for all charges.

5.2 Remote Call Forwarding

Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call. Remote Call Forwarding service is offered subject to availability of suitable facilities. The Company will not provide identification of the originating telephone number to the RCF Customer.

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(N)

5.3 Rates and Charges

5.3.1 Nonrecurring Charges

		<u>Current</u>	<u>Maximum</u>
A.	Line Installation	\$70.00	\$70.00
B.	Move Line	\$70.00	\$70.00
C.	Order Charge	\$20.00/order	\$40.00/order

D. Reconnection Fee

Residential: \$25.00 Per line

This charge applies to reconnect service after service has been suspended and is due at the time services are restored.

E. Nonsufficient Funds Charge (NSF Checks)

The NSF check charge shall be \$20.00, or the highest amount permitted by law.

This charge applies when a check has been returned by the bank for non-payment.

F. PIC/LPIC Change Charge

Initial PIC/LPIC selections will be processed at a \$5.00 charge per line, which may be waived if the Customer chooses the Talk America Services, LLC as their long distance provider. A non-recurring \$5.00 charge shall be applicable to all subsequent PIC/LPIC changes.

G. Trouble Isolation Charge

Residential Customer- - \$85.00

This charge applies when the Company dispatches either its own or a third-party technician to a customer premises to test the line from the central office, up to the demarcation point, and the line tests clear (no trouble found in the Company facilities). No Trouble Isolation Charge shall apply if the customer subscribes to an inside wire maintenance plan with the Company or trouble is found on the network side of the demarcation point.

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(N)

5.3 Rates and Charges, (Cont'd.)

5.3.1 Nonrecurring Charges, (Cont'd.)

H. Account Handling Charge

Account Handling Charge: \$30.00 for each subsequent attempt

Account Handling Charge is assessed to a customer's account for each attempt by the Company to return an outstanding credit balance to the customer if a first mailing is returned undeliverable. This charge is for maintaining the account after the initial attempt and for each subsequent attempt. This charge will not be assessed more than twice a year.

I. Service Charges

All rates apply on a per line basis unless otherwise noted below.

<u>Service Charges</u>	<u>Residential</u>	
	<u>Current</u>	<u>Maximum</u>
Premise Visit Charge (per occurrence)	\$25.00	\$50.00
Schedule I - Initial 30 Minutes	\$60.00	\$120.00
Schedule I - Add'l 15 Minute Increments	\$25.00	\$50.00
Schedule II - Initial 30 Minutes	\$63.00	\$126.00
Schedule II - Add'l 15 Minute Increments	\$25.00	\$50.00
Schedule III - Initial 30 Minutes	\$74.00	\$148.00
Schedule III - Add'l 15 Minute Increments	\$30.00	\$60.00

J. Early Termination Charges

If a Customer terminates service prior to the expiration of the term of the contract without cause, the Customer will be required to pay an early termination charge as set forth in the contract for service.

K. Third Party Vendor Charges

Customers may also be charged for certain charges incurred by the Company (at the Customer's instruction) in obtaining services from third party vendors. At the earliest opportunity, the Customer will be advised of the nature of the charges and the estimated amount of the charges.

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(N)

5.3 Rates and Charges, (Cont'd.)

5.3.2 Rate Tables

A. Rate Table 2: Extended Area Service (EAS)

Base Area Rate	\$0.00
Exchange Zone 1	\$1.00
Exchange Zone 2	\$3.00

B. Rate Table - Optional Services

Per Use Features

	<u>Current</u>	<u>Maximum</u>
Call Trace	\$2.00 per use*	\$10.00
Repeat Dialing	\$0.75 per use/\$6.00 max	\$1.50/\$12.00 mo max
Three-Way Calling, per use	\$0.75 per use/\$6.00 max	\$1.50/\$12.00 mo max
Call Return/Call Back	\$0.75 per use/\$6.00 max	\$1.50/\$12.00 mo max

* This fee may be waived if results are requested by appropriate law enforcement personnel.

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(N)

5.3 Rates and Charges, (Cont'd.)

5.3.2 Rate Tables, (Cont'd.)

C. Directory Listing Service

	<u>Monthly Rate</u>	
	<u>Current</u>	<u>Maximum</u>
Additional Listing	\$1.50	\$6.00
Non-Listed (Semi-Private)	\$1.30	\$6.00
Non-Published (Private)	\$1.65	\$6.00

D. Screening and Restriction Services

	<u>Monthly Rate</u>	
	<u>Current</u>	<u>Maximum</u>
Collect Call Blocking	\$ 0.00	\$8.00
Third Party Blocking	\$ 0.00	\$8.00
Call Trace Blocking	\$ 0.00	\$8.00
Caller ID Blocking - Per Month	\$ 0.00	\$10.95
Caller ID Blocking - Per Use	\$ 0.00	\$8.00
Continuous Redial Blocking	\$ 0.00	\$8.00
Last Call Return/Callback Blocking	\$ 0.00	\$8.00
Three-Way Calling Blocking	\$ 0.00	\$8.00
Toll Restriction	\$ 0.00	\$13.00
International Blocking	\$ 0.00	\$13.00
Blocking for 1010XXX1+/10101XXX011+	\$0.10/line	\$13.00

E. Caller ID and Call Waiting - Residential

If a residential customer purchases Caller ID, the Anonymous Call Rejection feature will be added to the line at no charge. If a residential customer purchases Caller ID and Call Waiting, the Call Waiting Caller ID feature and Anonymous Call Rejection feature will be added to the line at no charge.

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5.3 Rates and Charges, (Cont'd.)

5.3.2 Rate Tables, (Cont'd.)

F. Individual Feature Options

Monthly rate for a feature may vary depending on whether service is provided via Company local switching platform.

	<u>Current</u>	<u>Maximum</u>
Anonymous Call Rejection	\$0.00	\$0.00
Call Forward Busy	\$0.30	\$2.00
Call Forward Don't Answer	\$0.65	\$3.00
Call Forward Variable	\$2.75	\$6.00
Caller ID Name and Number	\$5.85	\$6.00
Call Block	\$4.00	\$9.00
Call Transfer	\$4.00	\$12.00
Call Waiting	\$3.00	\$4.00
Call Waiting ID	\$0.00	\$4.00
Repeat Dialing	\$2.25	\$6.00
Call Return/Callback	\$2.70	\$6.00
Remote Access to Call Forward	N/A	N/A
Speed Call 8	N/A	N/A
Three Way Calling	\$2.00	\$6.00
Priority Call	\$2.25	\$6.00

G. Calling Card

	<u>Current</u>	<u>Maximum</u>
Intrastate Calling Card Rate	\$0.15/Minute	\$0.60 / minute

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5.3 Rates and Charges, (Cont'd.)

5.3.2 Rate Tables, (Cont'd.)

H. Directory Assistance Service

	<u>Current</u>	<u>Maximum</u>
Local DA (Local, IntraLATA & Intrastate)	\$1.15	\$1.15

I. Operator Services

Intrastate Rate:
\$0.30 per minute

	<u>Current</u>	<u>Maximum</u>
<u>Additional Charges:</u>		
Calling Card - Customer Dialed	\$0.95	\$0.95
Calling Card - Operator Must Dial	\$0.95	\$0.95
Calling Card - Operator Dialed	\$2.30	\$2.30
Collect - Automated	\$2.30	\$2.30
Collect - Operator Assisted	\$2.30	\$2.30
Third Party - Automated	\$2.30	\$2.30
Third Party - Operator Assisted	\$2.30	\$2.30
Person to Person	\$4.50	\$4.50
Operator Handled	\$1.50	\$1.50
Busy Line Verification	\$3.00	\$3.00
Busy Line Verification Interrupt	\$3.00	\$3.00
General Assistance	\$1.50	\$1.50

These rates also apply to Operator Service Calls made from payphones.

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(N)

5.3 Rates and Charges, (Cont'd.)

5.3.2 Rate Tables, (Cont'd.)

J. Intercept Services

This non-recurring charge will be assessed at the time of product request.

	<u>Current</u>	<u>Maximum</u>
<u>Residential Customers</u>		
Basic Intercept	\$0.00	
Referral Recording		
1 month	\$0.00	\$15.00
2 months	\$0.00	\$30.00
3 months	\$0.00	\$45.00

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(N)

5.3 Rates and Charges, (Cont'd.)

5.3.3 Charges Based on Duration of Use

Each call is rated and billed in whole cents. If the computed charge for a call includes a fraction of a cent, the fraction is rounded up to the next whole cent.

5.3.4 Residential Interexchange Service II

These rates apply to jurisdictional calls made by subscribers to Residential Interexchange Service II in conjunction with interstate rates.

Outbound Interexchange Service

<u>Total Usage</u>	<u>Rate/Minute</u>	<u>Maximum</u>
	<u>Minimum</u>	
\$0 - \$24.99	\$0.1650	\$0.2500
\$25.00 - \$49.99	\$0.1485	\$0.2250
\$50.00 +	\$0.1320	\$0.2000

Inbound Interexchange Service

	<u>Minimum</u>	<u>Maximum</u>
Per Minute	\$0.2200	\$0.2500

Nonrecurring charge for changing name of responsible party after initial service install \$ 8.50

Zone Increments

Base Rate Area	N/A
Exchange Zone No. 1	\$1.00
Exchange Zone No. 2	\$2.00

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(N)

5.4 PrimeLine Local Residential Services

PrimeLine Local Residential Service is limited to service at premises which are strictly residential in nature and for which no business directory listing is provided. This service is offered as an add-on to the interstate PrimeLine7 Residential Service offering. The Basic Package consists of Local Service, Long Distance Service and Call Waiting. The Simple Package consists of Local Service and long Distance service. Federal Access (EUCL), 911, LNP, PICC, USF and TRS surcharges will also be charged where applicable.

<u>Package</u>	<u>Rates</u>
Basic Package	\$17.52
Simple Package	\$13.82
Local Only w/Call Waiting	\$17.52
Local Only w/o Call Waiting	\$13.18
Additional Line	\$13.18

<u>Features</u>	<u>Ala Carte Rates</u>	<u>Non-Recurring</u>	<u>Recurring</u>
Three Way Calling		\$13.00	\$3.50
Call Transfer		\$13.00	\$6.00
Anonymous Call Rejection*		\$13.00	\$4.50
Call Forward Busy		\$13.00	\$.30
Call Forward Busy/Don't Answer		\$13.00	\$1.10
Call Forwarding Don't Answer		\$13.00	\$.90
Call Forward Variable		\$13.00	\$3.00
Call Rejection*		\$13.00	\$4.50
Call Waiting		\$13.00	\$5.00
Caller ID - Number*		\$13.00	\$5.50
Caller ID - Name & Number*		\$13.00	\$5.95
Continuous Redial		\$13.00	\$2.50
Last Call Return*		\$13.00	\$2.95
Speed Calling - 8		\$13.00	\$2.00
Speed Calling - 30		\$13.00	\$3.50
Continuous Redial/use		\$ 0.00	\$.75/\$6.00 max
Last Call Return/use		\$ 0.00	\$.75/\$6.00 max
Call Trace, per activation		\$ 0.00	\$2.00

A \$5.00 PIC change charge will apply for PIC changes made after the point of sale.

*Where technically available

**Pay per use features where technically and facilities available.

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5.5 Outbound Intrastate Long Distance Services

A.	<u>Total Monthly Usage</u>		<u>Price/Minute</u>	
			<u>Min.</u>	<u>Maximum</u>
	<u>Arizona-IntraLATA, intrastate</u>	<u>Ceiling</u>	\$0.1190	\$0.250
		\$0-\$500	\$0.0750	\$0.230
		\$500-\$1500	\$0.0690	\$0.220
		\$1500+	\$0.0650	\$0.210
	<u>Arizona-InterLATA, intrastate</u>	<u>Ceiling</u>	\$0.1190	\$0.250
		\$0-\$500	\$0.0790	\$0.250
		\$500-\$1500	\$0.0750	\$0.230
		\$1500+	\$0.0690	\$0.220

5.6 Travel Calling Card Service

A.	<u>Total Monthly Usage</u>		<u>Price/Minute</u>	
			<u>Min.</u>	<u>Maximum</u>
	\$0-\$500		\$0.23	\$0.35
	\$500.01-\$1,500		\$0.21	\$0.33
	\$1,500+		\$0.19	\$0.32
B.	<u>Surcharge Per Call</u>		<u>Min.</u>	<u>Maximum</u>
			\$0.80	\$1.10

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.7 Residential Long Distance Service

All calls will be billed using a one minute minimum initial period with one minute minimum additional increments. Contract term lengths are available in 18, 36 or 60 month intervals upon request.

Outbound Intrastate Rate	\$0.1100
Toll Free Rate	\$0.220
Calling Card Charge	\$0.25

Surcharges

Calling Card Surcharge	\$0.35
Toll Free Service Surcharge	\$1.00

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.8 Residential Local Service Packages

5.8.1 Residential Package A - Value Preferred Package

Residential Package A consists of local line switched service, Call Waiting, Three Way Calling, Call Forward Variable, Caller ID, Anonymous Call Rejection, Call Waiting ID, 900 Blocking and a Primary Directory Listing.

	Monthly Rate	
	Current	Maximum
Value Preferred Package	\$30.95	\$30.95

5.8.2. Residential Package B - Premium Preferred Package

Residential Package B consists of local line switched service, Call Waiting, Three Way Calling, Call Forward Variable, Caller ID, Anonymous Call Rejection, Call Waiting ID, 900 Blocking, Last Call Return, Continuous Redial, Call Screening, Speed Call 8 and a Primary Directory Listing.

	Monthly Rate	
	Current	Maximum
Premium Preferred Package	\$32.95	\$32.95

5.8.3 Residential Package C - OneLine Preferred Package

Residential Package C consists of local line switched service, 900 Blocking and a Primary Directory Listing. This package is only available when the Company provides services using its own local switching facilities and only in the Central Offices.

	Monthly Rate	
	Current	Maximum
OneLine Preferred Package (Package C)	\$28.95	\$28.95

Note: Some features may not be available in all areas.

* Asterisk denotes non-regulated services.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC. (Cont'd.)

(N)

5.8 Residential Local Service Packages. (Cont'd.)

5.8.4 Residential Package D - Value Preferred Select Package

Residential Package D consists of local line switched service, 900 Blocking, Wire Care*, Primary Directory Listing and a choice of seven (7) of the following features: Basic Voice Mail*, Call Waiting, Call Waiting ID, Caller ID Name and Number, Call Forward Variable, Call Forward Busy, Call Forward Don't Answer, Call Transfer, Anonymous Call Rejection, Call Screening, Continuous Redial, Last Call Return/Callback, Speed Call 8 and Three Way Calling. This package is only available when the Company provides services using its own local switching facilities and only in the Central Offices.

	Monthly Rate	
	Current	Maximum
Value Preferred 7 Select Package (Package D)	\$35.95	\$75.00

5.8.5 Residential Package E - Preferred Advantage Unlimited

Residential Package E consists of local line switched service, 900 Blocking, Primary Directory Listing and a choice of any of the following features: Basic Voice Mail*, Call Waiting, Call Waiting ID, Caller ID Name and Number, Call Forward Variable, Call Forward Busy, Call Forward Don't Answer, Call Transfer, Call Screening, Continuous Redial, Last Call Return/Callback, Priority Call, Speed Call 8 and Three Way Calling. This package is only available when combined with the Unlimited Long Distance and no other long distance plans are available with this Residential Package. This package is only available when the Company provides services using its own local switching facilities.

	Monthly Rate	
	Current	Maximum
Preferred Advantage Unlimited	\$44.95	\$125.00

Note: Some features may not be available in all areas.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.) (N)

5.8 Residential Local Service Packages, (Cont'd.)

5.8.6 Residential Package F - Preferred Advantage Unlimited Highspeed

Residential Package F consists of local line switched service, 900 Blocking, Primary Directory Listing and a choice of any of the following features: Basic Voice Mail*, Call Waiting, Call Waiting ID, Caller ID Name and Number, Call Forward Variable, Call Forward Busy, Call Forward Don't Answer, Call Transfer, Call Screening, Continuous Redial, Last Call Return/Callback, Priority Call, Speed Call 8 and Three Way Calling. This package is only available when combined with the Unlimited Long Distance and Residential ADSL service. No other long distance plans are available with this Residential Package. This package is only available when the Company provides services using its own local switching facilities.

	Monthly Rate	
	Current	Maximum
Preferred Advantage Unlimited Highspeed	\$59.95	\$150.00

5.8.7 Residential Package G: Preferred Advantage Simple Select

Residential Package G consists of local line switched service, 900 Blocking, Wire Care*, Primary Directory Listing and a choice of three (3) of the following features: Call Waiting, Call Waiting ID, Caller ID Name and Number, Call Forward Variable, Call Forward Busy, Call Forward Don't Answer, Call Transfer, Anonymous Call Rejection, Call Screening, Continuous Redial, Last Call Return/Callback, Speed Call 8 and Three Way Calling. This product is only available when the Company provides services using its own local switching facilities.

	Monthly Rate	
	Current	Maximum
Simple Preferred Select Package (Package G)	\$29.95	\$75.00

Note: Some features may not be available in all areas.

* Asterisk denotes non-regulated services.

5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.9 Residential Preferred Advantage Long Distance Packages and Overage Rates for Customers not Served by a Company Switch

This is a switch long distance service that is available to Customers with a physical location served by Preferred Advantage local voice service that is not provided by a Company Switch.

Residential Preferred Advantage Long Distance Off Switch	Monthly Rate	Overage Rate/Minute
No Package	N/A	\$0.120
60 anytime LD minutes	\$6.60	\$0.120
120 anytime LD minutes	\$12.60	\$0.115
180 anytime LD minutes	\$18.00	\$0.110
240 anytime LD minutes	\$22.80	\$0.105
300 anytime LD minutes	\$27.00	\$0.100
500 anytime LD minutes	\$45.50	\$0.095
700 anytime LD minutes	\$56.00	\$0.090

All long distance calls will be recorded and all calls billed at the Overage Rate will be billed in one (1) minute increments for residential customers.

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.) (N)

5.10 Residential Preferred Advantage Long Distance Packages and Overage Rates for Customers Served by a Company Switch

This is a switched long distance service that is available to Customers with a physical location served by Preferred Advantage local voice service that is provided by a McLeodUSA Switch.

Residential Preferred Advantage Long Distance On Switch	Monthly Rate	Overage Rate/Minute
No Package	N/A	\$0.120
60 anytime LD minutes	\$6.60	\$0.120
120 anytime LD minutes	\$12.60	\$0.115
180 anytime LD minutes	\$18.00	\$0.110
240 anytime LD minutes	\$22.80	\$0.105
300 anytime LD minutes	\$27.00	\$0.100
500 anytime LD minutes	\$32.50	\$0.095
700 anytime LD minutes	\$56.00	\$0.090
Unlimited Long Distance	**	\$0.12

All long distance calls will be recorded and all calls billed at the Overage Rate will be billed in one (1) minute increments for residential customers.

** The monthly rate for the Unlimited Long Distance is included in the rates for the Preferred Advantage Unlimited or Preferred Advantage Unlimited Highspeed packages. (N)

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5.0 Grandfathered Services For Customers of McLeodUSA Telecommunications Services, L.L.C. d/b/a PAETEC Business Services Transferred to Talk America Services, LLC, (Cont'd.)

(N)

5.11 Preferred Advantage Flat Rate Long Distance

Residential Customers may choose between a usage rate long distance service without a monthly fee or a reduced flat rate long distance service with a monthly fee. All lines at Customer location must be on same long distance plan. If Customer disconnects McLeodUSA Preferred Advantage local service purchased under the same PA MSA prior to expiration of the contract, long distance pricing will automatically revert to Preferred Advantage Flat Rate Long Distance without Local Service.

Long Distance Service without Monthly Fee

	<u>Current</u>	<u>Maximum</u>
Customers without Local Service:	\$0.0700 /minute rate	\$0.2100 /minute rate
Customers with Local Service:	\$0.0600 /minute rate	\$0.2000 /minute rate

Long Distance Service with Monthly Fee

	<u>Current</u>	<u>Maximum</u>
Monthly Fee	\$4.95	\$15.00
Customers without Local Service:	\$0.0500 /minute rate	\$0.1500
Customers with Local Service:	\$0.0450 /minute rate	\$0.1400

Preferred Advantage 800 Service - Residential

Each incoming toll free call will be subject to a per minute usage rate. All calls will be rounded and billed in one (1) minute increments.

Per Minute Usage Rate: \$0.20

5.12 Payphone Surcharge

	<u>Current</u>	<u>Maximum</u>
Payphone Surcharge	\$0.70 / per call	\$0.70 / per call

Payphone Surcharge is applied to all intrastate, interstate and international calls that originate from any domestic pay telephone used to access Company services. This charge is in addition to standard tariffed usage charges and surcharges.

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

Services listed in this Section 6.0 are available to former residential Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services who were transferred to Talk America Services, LLC. These services are available only to existing Customers at existing locations. Any moves, additions or changes to service will require the Customer to choose a corresponding service from Section 3 of this tariff.

6.1 General

Service is offered to residential customers and is available from equal access originating end offices only.

6.2 Timing of Calls

6.2.1 Long distance usage charges are based on the actual usage of the Company's network. Chargeable time begins when a connection is established between the calling station and the called station. Chargeable time ends when either party "hangs up" thereby releasing the network connection.

6.2.2 Minimum call duration and rounding of calls for measurement and billing purposes is specified for each product in this tariff.

6.2.3 Except for charges that use a special access line, when a call is established in one rate period and ends in another rate period, the rate in effect at the calling station applies to the portion of the call occurring within that rate period. When a unit of time is split between two rate periods, the rate applicable to that unit of time is based on the rate period in which it began.

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.3 Calculation of Distance

Usage charges for all mileage sensitive products are based on the airline distance between the Rate Centers associated with the originating and terminating points of the call.

The distance between the originating and terminating points is calculated by using the "V" and "H" coordinates of the Rate Centers as defined by Telcordia in the following manner:

- Step 1 - Obtain the "V" and "H" coordinates for the Rate Center of the originating and the destination points.
- Step 2 - Obtain the difference between the "V" coordinates of each of the Rate Centers. Obtain the difference between the "H" coordinates.
- Step 3 - Square the differences obtained in Step 2.
- Step 4 - Add the squares of the "V" difference and "H" difference obtained in Step 3.
- Step 5 - Divide the sum of the square obtained in Step 4 by ten (10). Round to the next higher whole number if any fraction results from the division.
- Step 6 - Obtain the square root of the whole number obtained in Step 5. Round to the next higher whole number if any fraction is obtained. This is the distance between the originating and terminating points of the call.

Formula:

$$\sqrt{\frac{|V_1 - V_2|^2 + |H_1 - H_2|^2}{10}}$$

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.4 Time-of-Day Rate Periods

Unless otherwise indicated elsewhere in this tariff, all usage-based rates in this tariff are subject to the following time-of-day, day-of-week, and holiday rate periods:

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 AM TO5:00 PM*	DAYTIME RATE PERIOD						
5:00 PMTO11:00 PM*	EVENING RATE PERIOD						EVE
11:00 PMTO8:00 AM*	NIGHT/WEEKEND RATE PERIOD						

* to, but not including

For services subject to holiday discounts, the Evening Rate Period rates apply on the following Company recognized holidays, unless a lower rate would normally apply:

New Year's Day
Memorial Day
Independence Day
Thanksgiving Day
Christmas Day

January 1
As Federally Observed
July 4
As Federally Observed
December 25

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.5 Schedule A

This long distance service applies to customers who access the Company via local exchange company provided switched access. For billing purposes call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds. In addition to the applicable usage charges, calls placed using Travel Card access also incur a fixed service charge per completed call.

MAXIMUM RATES

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period
All	0.1356	0.0452	0.0948	0.0316	0.0948	0.0316

Travel Card Charge Per Call: \$0.90

CURRENT RATES

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period
All	0.0678	0.0226	0.0474	0.0158	0.0474	0.0158

Travel Card Charge Per Call: \$0.75

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.6 Schedule B

This long distance service applies to customers who access the Company via dedicated special access channels. For billing purposes call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

MAXIMUM RATES

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period
All	0.0966	0.0322	0.0672	0.0224	0.0672	0.0224

CURRENT RATES

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period	Initial Period	Each Add'l Period
All	0.0483	0.0161	0.0336	0.0112	0.0336	0.0112

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(N)

6.7 Switched Inbound Service

Switched Toll-Free Service provides an in-bound calling service to the Company Customers. The Company's Customer is billed for each toll-free (i.e., 800/888) call, rather than the call originator. Calls terminate to the Company's Customer via switched access lines. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

MAXIMUM RATES

	Rate Per Hour of Use
Day	\$33.00
Evening	\$33.00
Night/Weekend	\$33.00

CURRENT RATES

	Rate Per Hour of Use
Day	\$16.20
Evening	\$16.20
Night/Weekend	\$16.20

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.8 Dedicated Inbound Service

Dedicated Toll-Free Service provides an in-bound customer provided calling service to The Company's Customers. The Company's Customer is billed for each toll-free (i.e., 800/888) call, rather than the call originator. Calls terminate to the Company's Customer via customer-provided dedicated access lines. For billing purposes, call timing is rounded up to the nearest six (6) second increment after the initial minimum period of eighteen (18) seconds.

MAXIMUM RATES

	Rate Per Hour of Use
Day	\$19.00
Evening	\$15.00
Night/Weekend	\$13.00

CURRENT RATES

	Rate Per Hour of Use
Day	\$9.42
Evening	\$7.86
Night/Weekend	\$6.57

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(N)

6.9 Non-Subscriber Calling

Per Minute Usage Charges are based on airline mileage as calculated using the formula found in Section 6.3 of this tariff. All calls are rounded to the next higher full minute with a minimum billing of one minute per call.

MAXIMUM Per Minute Rates:

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Each Add'l Minute	1st Minute	Each Add'l Minute	1st Minute	Each Add'l Minute
1-10	0.4800	0.2200	0.3120	0.1430	0.2400	0.1100
11-22	0.6800	0.3200	0.4420	0.2080	0.3400	0.1600
23-55	0.7000	0.4000	0.4870	0.2730	0.3900	0.2100
56-124	0.8200	0.5000	0.5610	0.3310	0.4600	0.2700
125-292	0.8400	0.5400	0.5900	0.3700	0.4700	0.3000
293+	0.8600	0.6000	0.6360	0.3960	0.5200	0.3200

Maximum Non-subscriber Charge, per Call: \$3.60

CURRENT Per Minute Rates:

Mileage Band	DAY		EVENING		NIGHT/WEEKEND	
	1st Minute	Each Add'l Minute	1st Minute	Each Add'l Minute	1st Minute	Each Add'l Minute
1-10	0.2400	0.1100	0.1560	0.0715	0.1200	0.0550
11-22	0.3400	0.1600	0.2210	0.1040	0.1700	0.0800
23-55	0.3500	0.2000	0.2435	0.1365	0.1950	0.1050
56-124	0.4100	0.2500	0.2805	0.1655	0.2300	0.1350
125-292	0.4200	0.2700	0.2950	0.1850	0.2350	0.1500
293+	0.4300	0.3000	0.3180	0.1980	0.2600	0.1600

Current Non-subscriber Charge, per Call: \$1.80

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(N)

6.10 Marketing Partnership Distance Savings Plan

Marketing Partnership Long Distance Savings Plan (MP LDSP) is offered to Customers who subscribe to service through a participating Internet Service Provider (ISP) or other Marketing Partnership (e.g. AOL Long Distance Savings Plan). The participating marketing partner must have a previously established partnership agreement with the Company. The Customer is billed for each call placed using MP LDSP. Each call is billed in one minute increments. The minimum call duration for billing purposes is one minute. The Customer has access to call detail and billing records only on-line through the participating marketing partner and billing is handled through commercial credit card payment arrangements. Monthly recurring charges apply only to residential toll-free calling service. Optional Travel Service is also available. Travel Service is accessed via a toll-free number provided by the Company. Fractional charges are rounded up to the next highest penny on a per call basis.

MAXIMUM RATES AND CHARGES

	<u>InterLATA</u>	<u>IntraLATA</u>
MP LDSP Outbound (1+) Rate Per Minute:	\$0.30	\$0.12
MP LDSP Inbound (toll-free) Rate Per Minute:	\$0.30	\$0.30
Travel Card Rate Per Minute:	\$0.30	\$0.30
Travel Card Charge Per Call:	\$0.60	\$0.60
Monthly Recurring Charge, per toll-free number:		\$10.00

CURRENT RATES AND CHARGES

	<u>InterLATA</u>	<u>IntraLATA</u>
MP LDSP Outbound (1+) Rate Per Minute:	\$0.15	\$0.089
MP LDSP Inbound (toll-free) Rate Per Minute:	\$0.15	\$0.15
Travel Card Rate Per Minute:	\$0.249	\$0.249
Travel Card Charge Per Call:	\$0.99	\$0.99
Monthly Recurring Charge, per toll-free number		\$5.00

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(N)

6.11 Talk America Plan 2

Talk America Plan 2 is offered to Residential Customers for outbound and toll-free inbound calling from/to presubscribed switched lines. The account may be used for interstate, international or intrastate calling. Travel Card service is offered in conjunction with Talk America Plan 2 service. A per call service charge applies to each completed Travel Card service call.

Service is initiated via internet registration or through a qualified Talk America sales agent. Charges are billed via a valid commercial credit card. Call detail and billing records are available on-line via the Talk America web site.

Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny.

Rates for this service are the same as the rates that are found in Section 6.10 of this tariff.

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(N)

6.12 Directory Assistance

A Directory Assistance charge applies to each call to the Directory Assistance Bureau. A maximum of one request may be made on each call to Directory Assistance. The Directory Assistance charge applies to each call regardless of whether the Directory Assistance Bureau is able to furnish the requested telephone number.

MAXIMUM Directory Assistance, Per Call: \$1.90

CURRENT Directory Assistance, Per Call: \$0.95

6.13 Local Exchange Carrier Connected Service

This service applies to Customers who select the Company as their interLATA or intraLATA carrier through a local exchange carrier without contacting the Company to select a calling plan. Each call will be billed in one minute increments with a minimum call duration of one minute for billing purposes. The applicable rate is the usage rate specified below, in addition to all other applicable service charges and surcharges specified in this tariff.

MAXIMUM Rate Per Minute \$0.15

CURRENT Rate Per Minute \$0.15

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(N)

6.14 3.9 Cent Long Distance Plan

The 3.9 Cent Long Distance Plan is available for outbound calling from lines presubscribed to the Company. Calls are billed in one minute increments after an initial minimum call duration of one minute. To be eligible for this plan, Customers must accept the credit card billing option.

	MAXIMUM	
	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute	\$0.250	\$0.200
	CURRENT	
	<u>InterLATA</u>	<u>IntraLATA</u>
Rate Per Minute	\$0.129	\$0.109

**A minimum monthly usage charge of \$5.00 applies. The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the \$5.00 monthly usage fee in any billing cycle. The minimum usage fee will be waived for the first full or partial billing cycle.*

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(N)

6.15 Stand-Alone Long Distance 5-10 Plan

The Stand-Alone Long Distance 5-10 Plan is available to Customers for outbound calling from lines presubscribed to the Company. Customers must be subscribed to this plan for interstate calling. Interstate usage rates are set forth in the Company's Interstate Rates, Terms and Conditions. Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny. Travel card service is offered in conjunction with this Plan. To be eligible for this plan, Customers must accept the credit card billing option. No Local Connect Surcharge or InterLATA Direct Dial Fee will apply to this service. A minimum monthly charge applies if the Customer's usage charges for a monthly billing period are less than the specified minimum amount.

	MAXIMUM
Minimum Monthly Charge:*	\$20.00
Rate Per Minute:	
IntraLATA	\$0.218
InterLATA	\$0.258
Travel Card Service	See Section 6.17
	CURRENT
Minimum Monthly Charge:	\$10.00
Rate Per Minute:	
IntraLATA	\$0.109
InterLATA	\$0.129
Travel Card Service	See Section 6.17

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

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(N)

6.16 Stand-Alone Long Distance 7-7 Plan

The Stand-Alone Long Distance 7-7 Plan is available to Customers for outbound calling from lines presubscribed to the Company. Customers must be subscribed to this plan for interstate calling. Interstate usage rates are set forth in the Company's Interstate Rates, Terms and Conditions. Calls are billed in one (1) minute increments after an initial minimum call duration of one (1) minute. Fractional call charges are rounded up to the next penny. Travel card service is offered in conjunction with this Plan. To be eligible for this plan, Customers must accept the credit card billing option. A minimum monthly charge applies if the Customer's usage charges for a monthly billing period are less than the specified minimum amount.

	MAXIMUM
Minimum Monthly Charge:*	\$14.00
Rate Per Minute:	
IntraLATA	\$0.218
InterLATA	\$0.258
Travel Card Service	See Section 6.17
	CURRENT
Minimum Monthly Charge:	\$7.00
Rate Per Minute:	
IntraLATA	\$0.109
InterLATA	\$0.129
Travel Card Service	See Section 6.17

**The Customer will be billed the greater of actual combined intrastate, interstate and international usage or the minimum monthly charge in any billing cycle.*

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6.0 Grandfathered Services For Customers of Talk America Inc. d/b/a Cavalier Telephone d/b/a PAETEC Business Services to Talk America Services, LLC

(N)

6.17 Travel Card Service

MAXIMUM

Per minute rate:	\$0.249
Per call service charge:	\$0.99

CURRENT

Per minute rate:	\$0.249
Per call service charge:	\$0.99

6.18 Pay Telephone Surcharge

The Public Pay Telephone Surcharge, which is in addition to standard tariffed usage charges and any applicable service charges and surcharges associated with the Company's service, applies for the use of the instrument used to access the Company service and is unrelated to the Company's service accessed from the pay telephone. Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and other interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (i.e., using the "#" symbol).

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Rate per Call, Maximum	\$0.30
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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC

(N)

Services listed in this Section 7.0 are available to former residential Customers of Windstream Communications, Inc. who were transferred to Talk America Services, LLC. These services are available only to existing Customers at existing locations. Any moves, additions or changes to service will require the Customer to choose a corresponding service from Section 3 of this tariff.

7.1 Description of Services

The following Direct Dialed Intrastate Long Distance Message Telecommunications Services are available at the rates listed in 7.4:

Direct-Dialed LDMTS is a presubscribed switched access service, offering users outbound "1 plus" interexchange long distance telecommunications services from points originating and terminating throughout the State of Arizona. Access maybe provided by the Company, or the Customer may utilize local exchange Company access.

Residential Toll Free Service is a presubscribed switched access service, offering users inbound, toll free long distance telecommunications services from points originating and terminating within the State of Arizona. This service enables the caller to contact the Customer toll free, through the use of a special toll free number. Access may be provided by the Company, or the Customer may utilize local exchange Company access.

Calling Card Service enables subscribers to place calls from locations other than their presubscribed call locations. Subscribers are billed on a monthly basis at the Company's tariffed rates.

Directory Assistance is provided by Windstream Communications, Inc.'s underlying carrier to subscribers of record. The Customer may access the underlying carrier's Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such service by Windstream Communications, Inc.

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC. (Cont'd.)

(N)

7.1 Description of Services, (Cont'd.)

Residential Account Code Service Residential Account Code Service is an optional service for direct dialed intrastate and/or interstate long distance calls that offers customers a way to track long distance usage. This Service allows customers the ability to have calls separated and displayed on their telephone bill. Account Code Service requires callers to enter a unique code for completion of a long distance call. The Company's network will authorize calls only if the unique code is entered. This service is offered where technically available.

7.2 Determination of Duration

- For Direct Dialed calls, chargeable time begins when the connection is established between the calling station and the desired telephone.
- Chargeable time ends when the connection is terminated.
- Chargeable time does not include the time lost because of faults or defects in the service.

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.3 Determination of Time of Day

7.3.1 Day, Evening, and Night/Weekend periods are determined by the local time of the location of the rate center of the calling service point. Refer to Paragraph 7.5 for rate period chart for further clarification.

7.3.2 For pricing plans that have Evening rates, the Evening rate applies to the holidays listed below unless a lower rate period is in effect. For pricing plans that have Off Peak Rates, the Off Peak rate applies to the holidays listed below. Holiday rates do not apply to flat rated plans unless otherwise specified.

7.3.3 The Evening rate applies to the holidays listed below unless a lower rate period is in effect.

- New Year's Day	January 1
- Memorial Day	
- Independence Day	July 4
- Labor Day	
- Thanksgiving Day	
- Christmas Day	December 25

7.3.4 Calculation of Billable Time for Service

The charge for each call is equal to the Company's applicable rate for the Initial Period of the call, plus the Company's applicable rate for each Additional Period of the duration of the call.

7.3.5 Initial Period

The initial period for Direct-Dialed calls and calling card calls is one (1) minute, or fraction thereof.

7.3.6 Additional Periods

Each additional period for Direct-Dialed calls and calling card calls is one (1) minute. Or Fraction thereof.

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.4 Rate Schedules

The following rates are maximum rates. See Effective Rate Schedule for current rate offerings.

7.4.1 Direct Dialed LDMTS Rates

Plan 1 - Residential Plan

Peak, Per Minute Rate	\$0.30
Off Peak, Per Minute Rate	\$0.30
Calling Card Calls, Rate Per Minute (No surcharge)	\$0.53

The times associated with peak hours for this plan consist of 6:30 a.m. to 6:30 p.m. Monday through Friday. All other times are considered off-peak.

Plan 2 - Residential Flat Rate Plan

Per Minute Rate	\$0.23
Calling Card Calls, Rate Per Minute (No surcharge)	\$0.53

Plan 3 - Residential Enhanced Off Peak Plan

Peak, Per Minute Rate	\$0.30
Off Peak, Per Minute Rate	\$0.15
Calling Card Calls, Rate Per Minute (No surcharge)	\$0.38

The times associated with peak hours for this plan consist of 8:00 a.m. to 6:00 p.m. Monday through Friday. All other times are considered off-peak.

Plan 4 - Residential Flat Rate Plan

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.15
Calling Card Calls Per Minute (No Surcharge)	\$0.38

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.4 Rate Schedules, (Cont'd.)

7.4.1 Direct Dialed LDMTS Rates, (Cont'd.)

Plan 5 - Residential Bundled Service Plan

Applies to customers who purchase two or more Windstream products such as wireless, long-distance, Internet or paging.

Rate Per Minute	\$0.17
Calling Card Calls, Rate Per Minute (No surcharge)	\$0.38

Plan 6 - Residential Bundled Service

The following intrastate rate is designed for residential users who purchase certain bundled service plans. The plans could include such Windstream products as wireless, Internet, long-distance and paging. This rate is applicable at all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.27
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.38

Plan 7 - Residential Flat Rate Plan

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.27
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.38

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.4 Rate Schedules, (Cont'd.)

7.4.1 Direct Dialed LDMTS Rates, (Cont'd.)

Plan 8 - Residential Bundled Service Plan

The following intrastate rate is designed for residential users who purchase certain bundled service plans. The plans could include such Windstream products as wireless, Internet, long-distance and paging. This rate is applicable at all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.20
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.38

Plan 9 - Residential Flat Rate Plan

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.20
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.38

Plan 10- Residential Flat Rate Plan (Windstream 10)

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.15
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.53

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC. (Cont'd.)

(N)

7.4 Rate Schedules. (Cont'd.)

7.4.1 Direct Dialed LDMTS Rates. (Cont'd.)

Plan 11 - Windstream 500

Windstream 500 is an add-on to the interstate offering. Windstream 500 is a residential direct-dialed LDMTS calling plan, which offers 500 minutes per month of direct-dialed interstate calling any time of day for a monthly recurring fee. A per minute rate will apply to the customer's intrastate LDMTS calls. Intrastate minutes will not be applied to the 500 interstate minutes.

The following rates are applicable for all times for calls made within the State of Arizona where technically available.

Rate Per Minute:	\$0.23
Calling Card Calls, Rate Per Minute (No Surcharge)	\$0.53

Plan 12 - Residential Default Rate Plan A

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Rate Per Minute	\$0.20
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.60

Customers will automatically be placed on this plan if they do not specifically request any other LDMTS rate plan.

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.4 Rate Schedules, (Cont'd.)

7.4.1 Direct Dialed LDMTS Rates, (Cont'd.)

Plan 13 - Residential Default Rate Plan B

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Rate Per Minute	\$0.36
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.60

Customers will automatically be placed on this plan if they do not specifically request any other LDMTS rate plan.

Plan 14 - Residential Flat Rate Plan

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.24
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.60

Plan 15 - Residential Flat Rate Plan (Windstream 7)

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Arizona where technically available.

Monthly Fee	See Interstate/International Price List No. 1
Rate Per Minute	\$0.14
Calling Card Calls, Rate Per Minute (no surcharge)	\$0.70

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC. (Cont'd.)

(N)

7.4 Rate Schedules. (Cont'd.)

7.4.1 Direct Dialed LDMTS Rates. (Cont'd.)

Plan 16 - Residential Flat Rate Plan (Windstream 100)

The following block-of-time plan provides residential customers with blocks of 100 minutes of combined intrastate and interstate direct dialed outbound calling for a flat monthly rate. Usage in excess of the 100 minute block will be billed as an additional block, Unused minutes in a block do not carry over to the following month. Toll-Free calling service, Operator Service and Calling Card calls are not included in the block.

Calling Card service is available at an additional charge as specified below.

Monthly Rate, each 100 minute block	\$10.00
Calling Card Calls, Rate Per Minute (No Surcharge)	\$0.70

This plan is only available to customers that subscribe to Windstream Long Distance Service.

Calls are billed in one minute increments.

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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

(N)

7.4 Rate Schedules, (Cont'd.)

7.4.2 Residential Toll Free Service

Plan 1

Per Minute Rate	\$0.375
Monthly Maintenance Fee	\$3.75

Plan 2

Per Minute Rate	\$0.30
-----------------	--------

Calls are billed in one minute increments.

Plan 3

Per Minute Rate	\$0.30
Monthly Maintenance Fee	\$10.00

Calls are billed in one minute increments.

7.4.3 Calling Card Service

Per Call Surcharge	\$0.00
--------------------	--------

Applies to all calls, whether customer dialed/automated customer dialed/operator assisted or customer dialed/operator must assist.

Peak, Per Minute Rate	\$0.40
Off-Peak, Per Minute Rate	\$0.40

The times associated with peak hours for this service consist of 6:30 a.m. to 6:30 p.m. Monday through Friday. All other times are considered off-peak.

Payphone Surcharge, per call	\$0.53
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7.0 Grandfathered Services For Customers of Windstream Communications, Inc. to Talk America Services, LLC, (Cont'd.)

7.4 Rate Schedules, (Cont'd.)

7.4.4 Directory Assistance

Rate per access \$1.12

7.4.5 Busy Line Verification and Interruption

Busy Line Verification, per request \$9.75

Busy Line Interruption, per request \$9.75*

*Note: A charge for a Verification Request also applies.

7.4.5 Residential Account Code Service

Rate per account \$5.00

7.5 Rate Period

Chart refers to Section 7.3.1 for Time of Day Determination criteria.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
8:00 am To 5:00 pm	DATE RATE PERIOD						
5:00 pm To 11:00 pm	EVENING RATE PERIOD					EVENING	
11:00 pm To 8:00 am	NIGHT / WEEKEND RATE PERIOD						

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