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**This Tariff, XO Communications Services, LLC Arizona Tariff No. 4, replaces in its entirety, XO Arizona, Inc. Local Telephone Exchange Services Arizona Tariff No. 1**

**XO Communications Services, LLC**

Regulations and Schedule of Charges for

Local Exchange Services

Within the State Of Arizona



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## CONCURRING, CONNECTING OR OTHER PARTICIPATING CARRIERS

None

## SYMBOLS

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

**(C)** - To signify a change in text

**(D)** - To signify decreased rate

**(I)** - To signify increased rate

**(K)** - To signify that material has been transferred to another sheet or place in the tariff.

**(R)** - Reduction

**(N)** - New rate or rule

**(M)** - To signify that material has been transferred from another sheet or place in the tariff.

**(T)** - To signify a change in text or regulation but no change in rates



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## TARIFF FORMAT

A. **Page Numbering** - Page numbers appear in the upper right corner of the page. pages are numbered sequentially, however, new pages are occasionally added to the Tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.

B. **Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14.

C. **Paragraph Numbering Sequence** - There are five levels of paragraph coding. Each level of coding is subservient to its next higher level:

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

D. **Check Sheets** - When a Tariff filing is made with the Commission, an updated check sheet accompanies the Tariff filing. The check sheet lists the pages contained in the Tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the addition. The Tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

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

**Authorized User** - A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

**Call Forward Busy** - Automatically routes incoming calls to a designated answering point when the called line is busy.

**Call Forward No Answer** - Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

**Call Forward Variable** - Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.

**Call Hold** - Allows the User to hold one call for any length of time provided that neither party goes On Hook.

**Call Park** - Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

**Call Pickup** - Allows a User to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where predesignated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

**Call Transfer/Consultation/Conference** - Provides the capability to transfer or add a third party, using the same line.

**Call Waiting** - Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switch hook or hanging up the phone and being rung back by the caller.

**Call Waiting Cancel** - Allows a User to cancel the Call Waiting feature on a per call basis by dialing a specific two digit code.

**Calling Number Delivery** - Identifies the 10-digit number of the calling party.

**Calling Number Delivery Blocking** - Blocks the delivery of the number to the called party on a per call or per line basis.

**Company** - XO Communications Services, LLC, a Delaware corporation, which is the issuer of this tariff.

**Commission** - The Arizona Corporation Commission.

**Conference/Three-Way/Six-Way** - The User can sequentially call up to two/five other people and add them together to make up a three/six way call.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

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

**Customer Group Dialing Plan** - A dialing scheme shared by the members of a Customer group, such as 4 digit internal dialing.

**Dial Pulse ("DP")** - The pulse type employed by rotary dial Station sets.

**Direct Inward Dialing ("DID")** - A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

**Do Not Disturb** - Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

**Dual Tone Multi-Frequency ("DTMF")** - The pulse type employed by tone dial Station sets.

**Hunting** - Routes a call to an idle Station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

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



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

**Joint User** - A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

**LATA** - A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

**Least Idle Trunk Selection ("LIDL")** - LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

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

**Local Exchange Carrier** - Any individual, partnership, association, joint-stock company, trust, governmental entity or corporation engaged in the provision of local exchange telephone service.

**Mbps** - Megabits, or million of Bits, per second.

**Message Waiting** - This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).

**Most Idle Trunk Selection ("MIDL")** - MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

**Multiple Appearance Directory Numbers** - A directory number that is assigned more than once to one or more Proprietary Business Sets.

**Multi-Frequency ("MF")** - An inter-machine pulse-type used for signaling between telephone switches, or between telephone switches and PBX/key systems.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

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

**Off-Hook** - The term "off-hook" denotes the active condition of a telephone exchange service line.

**On-Hook** - The term "on-hook" denotes the idle condition of a telephone exchange service line.

**Originating Off-Net** - A call originating on and placed via facilities neither owned or leased by the Company.

**Originating On-Net** - A call originating on and placed via facilities owned or leased by the Company.

**Recurring Charges** - The monthly charges to the Customer for services, facilities and equipment, which continue for the agreed upon duration of the service.

**Point-of-Termination** - The point at which the Company's responsibility to provide equipment and Service ends and where the Customer's responsibilities begin, identified as the interface between the Company and Customer at the Point-of-Presence, a local exchange company's central office, a long-distance company's Point-of-Presence or End-User sites identified in an Access Service Request. (N)

**Premises** - The location usually indicated by a street address at which Service is provided or delivered, identified as a Point-of-Termination or Service Location in a Service Order. (N)

**Presubscription** - Presubscription is an arrangement whereby an end user may select and designate to the Company an interexchange carrier (IXC) to access, without an access code, for toll calls. This IXC is referred to as the end user's predesignated IXC.

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

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

**Service Outage** - A disruption or degradation of On-Net Service.

**Services:** The Company's telecommunications services offered on the Company's network.



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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

**Special Construction:** Subject to the arrangement of the Company and to all of the regulations contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken: where facilities are not presently available, and Company agrees to construct those facilities; of a type other than that which the Company would normally utilize in the furnishing of its services; over a route other than that which the Company would normally utilize in the furnishing of it services; in a quantity greater than that which the Company would normally construct; on an expedited basis; on a temporary basis until permanent facilities are available; involving abnormal costs; or in advance of its normal construction.

**Speed Call -** Provides a User with the option to call selected directory numbers by dialing a one or two-digit code.

**Station** - Telephone equipment from or to which calls are placed.

**Trunk** - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

**User** - A Customer or any other person authorized by the Customer to use service provided under this tariff.



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

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Arizona under the terms of this tariff.

Customers may use services and facilities provided under this tariff to obtain access to services offered by other service providers. The Company is responsible under this tariff only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

2.1.2 Shortage of Equipment or Facilities

A. The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.

B. The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions

A. Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing, on not less than 45 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days. All calculations of dates set forth in this tariff shall be based on calendar days, unless otherwise specified herein. **(C)**

B. Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rate to be charged, the duration of the services, and the terms and conditions in this tariff.

C. At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party upon 45 days written notice for Customers under contract at the time of notification, and on not less than 30 days for Customers month-to-month at the time of notification. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this tariff prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination. **(C)** | **(C)**



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

2.1 Undertaking of the Company (Cont'd.)

2.1.3 Terms and Conditions (Cont'd.)

D. This tariff shall be interpreted and governed by the laws of the State of Arizona without regard to the State's choice of laws provisions.

E. Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

F. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

G. The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to Section 2.1.3.(H) below.

H. The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this tariff.

A. The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company.

B. The Company shall not be liable or responsible for any special, consequential, exemplary or punitive damages or lost profits whether or not caused by the intentional acts or omissions or negligence of the Company's employees, agents or contractors.

C. The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd)

D. The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers' facilities or equipment used for or with the services the Company offers.

E. The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.

F. The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.

G. The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd)

H. The Company is not liable for any defacement of, or damage to, the premises of a Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

I. The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.

J. The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.4 Liability of the Company (Cont'd)

K. The Company shall not be liable for any damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with XO Service.

L. The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1".

M. THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notifications requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provision of Equipment and Facilities

A. Where construction is required, the Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

B. The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company, except upon the written consent of the Company.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.6 Provision of Equipment and Facilities (Cont'd)

C. Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

D. The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

1. the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or

2. the reception of signals by Customer-provided equipment; or

3. network control signaling where such signaling is performed by Customer-provided network control signaling equipment.



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

2.1 Undertaking of the Company (Cont'd.)

2.1.7 Non-routine Installation

At the Customer's request non-routine installation may be provided by the Company. Non-routine installation may include, but not be limited to, installation and/or maintenance performed outside the Company's regular business hours, on an expedited basis outside of the standard installation intervals, 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. The Customer will be charged a non-recurring charge to recover these costs incurred by the Company. Where an expedited installation due date is requested, these charges will be applied even if installation is not completed by the expedited installation due date. 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. (T) (T)

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.1.9 Telecommunications Service Priority

The Telecommunications Service Priority System is the regulatory, administrative and operational system authorizing and providing for priority treatment, to provide and restore National Security Emergency Preparedness Telecommunications service. Under the rules of the Telecommunications Service Priority System, the Company is authorized and required to provide and restore services with Telecommunications Service Priority assignments before services without such assignments. The provision and restoration of Telecommunications Service Priority System services shall be in compliance with Part 64, Appendix A, of the Federal Communications Commission's Rules and Regulations, the guidelines set forth in the Telecommunications Service Priority for National Security Emergency Preparedness Service User Manual and Service Vendor Handbook.

2.2 Prohibited Uses

2.2.1 The service the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.



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

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

A. the payment of all applicable charges pursuant to this tariff;

B. reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment;

C. providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

D. obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(C). Any costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;



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

2.3 Obligations of the Customer (Cont'd)

2.3.1 General (Cont'd)

E. providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

F. complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1 (d) above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

G. not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

H. Customer shall not route calls to a public safety answering point ("PSAP") or other emergency answering point over XO services from any location other than the Customer Premises at which XO's local voice service is established, unless Customer has subscribed to XO's PS/ALI service as set forth in Section 3.14.2. (N) | (N)



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

2.3 Obligations of the Customer (Cont'd)

2.3.2 Claims

With respect to any service or facility provided by the Company, Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

A. any loss, destruction or damage to property of the Company or any third party, or the death of, or injury to, persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or

B. any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a name not contemplated by the agreement between the Customer and the Company.



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

2.3 Obligations of the Customer (Cont'd)

2.3.3 Jurisdictional Nature of Traffic

A. Customer agrees, represents and warrants that all traffic being delivered by Customer to Company for local termination, and all traffic that Company delivers to Customer that has originated in the same local calling area in which Customer's NXX is assigned and/or in which such traffic is terminated to Customer, is local traffic or is legally entitled to be treated as local traffic under all applicable federal, state and local laws, administrative and regulatory requirements and any other authorities having jurisdiction.

B. Customer further agrees to indemnify, defend and hold harmless Company and its parent company, affiliates, employees, directors, officers, and agents from and against all claims, demands, actions, causes of actions, damages, liabilities, losses, and expenses (including reasonable attorney's fees) incurred in connection with: Customer's breach or failure of any representation or warranty; Customer's traffic being processed through the Company switch/node; or the effect of any regulatory or legal modifications/change of law.

C. If Customer defaults in fulfilling any material obligation of the Service Order Agreement, any Amendments or this Tariff, Company shall have the right to terminate the Agreement and the Customer shall pay Company, in addition to any other amounts then owing under the Agreement, a cancellation charge equal to the monthly recurring charge times the number of months remaining in the contract. These charges are intended to establish liquidated damages in the event of early termination and are not intended as a penalty.



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

2.4 Customer Equipment and Channels

2.4.1 General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

A. The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

B. The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.



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

2.4 Customer Equipment and Channels (Cont'd)

2.4.3 Interconnection of Facilities

A. Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.

B. Local Service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers which are applicable to such connections.

C. Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff.



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

2.4 Customer Equipment and Channels (Cont'd)

2.4.4 Inspections

A. Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.(B) for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.

B. If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.



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

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

A. Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Services, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g., county and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

B. A surcharge is imposed on all charges for service originating at addresses in states, counties, and municipalities which levy, or assert a claim of right to levy, a gross receipt or franchise tax on the Company's operations in any such state, county or municipality, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that jurisdiction. This surcharge is based on the particular state's, county's, or municipality's receipts tax or franchise fee and other jurisdiction's taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that jurisdiction and/or payment of interstate access charges in that jurisdiction. The surcharge will be shown as a separate line item on the Customer's monthly invoice.



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

2.5 Payment Arrangements (Cont'd)

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

A. All service, installation, monthly Recurring Charges and Non-Recurring Charges are due and payable upon receipt.

B. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month in which service is provided. Usage charges will be billed in arrears.

C. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

D. Any amount not received within the thirty (30) day period will be subject to the Company's standard late charge of 1.5% per month or, if lower, the legal limit applicable to such charges.

E. Checks with insufficient funds or non-existing accounts will be assessed a penalty fee: (T) (N)

Returned Check Charge

| | Maximum |
|---|---|
| Non-Recurring Charge | $50.00 |

(N)



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

2.5 Payment Arrangements (Cont'd)

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Arizona Corporation Commission in accordance with the Commission's rules of procedure.

A. The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.

B. The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge (s) and three months' charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.



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

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits

A. Applicants for service or existing Customers whose financial condition is not acceptable to the Company, or is not a matter of general knowledge, may be required at any time to provide the Company a security deposit. All deposits will be handled in accordance with the provisions of the Commission's rules. The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

1. two and one-half (2 ½) month's charges for a service or facility which has a minimum payment period of one month; or

2. the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time, and to make such payments in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

B. A deposit may be required in addition to an advance payment.

C. When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

D. Deposits held will accrue interest at a rate of 6% or such other rate specified by the Arizona Corporation Commission.



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

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service

A. Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the Customer, discontinue or suspend service without incurring any liability.

B. Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 30 days' prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.

C. Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

D. Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the Customer, immediately discontinue or suspend service without incurring any liability.

E. Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue or suspend service without incurring any liability.



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

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

F. The Company may discontinue the furnishings of any and/or all service(s) which the Company is legally entitled to disconnect, to a Customer, without incurring any liability:

1. Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this sub-section F.1 (a-f) if:

a. The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or

b. The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or

c. The Customer has been given ten (10) days written notice by the Company of any past due amount (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the Customer either subscribes or had subscribed or used; or



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

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

F. (cont'd)

1. (continued)

.d The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the tariffed charges for the service by:

i. Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this by this tariff; or

ii. Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or

iii. Any other fraudulent means or devices; or

e. Use of service in such a manner as to interfere with the service of other users; or

f. Use of service for unlawful purposes.

2. Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5; or

3. Ten (10) days after sending the Customer written notice of noncompliance with any provision of this tariff if the noncompliance is not corrected within that (10) day period; or

4. Upon five (5) days written notice for non-payment of a bill for service.



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

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

G. The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

H. Upon the Company's discontinuance of service to the Customer under Section 2.5.6.1 or 2.5.6.2, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff.



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

2.6 Allowances for Interruptions of Service

2.6.1 Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.



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

2.6 Allowances for Interruptions of Service, (Cont'd.)

2.6.2 Limitations on Allowances

No credit allowance will be made for:

A. interruptions due to the negligence of, or noncompliance with the provisions of this tariff by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;

B. interruptions due to the negligence of any person other than the Company including but not limited to, the Customer or other common carriers connected to the Company's facilities;

C. interruptions due to the failure or malfunction of non-Company equipment;

D. interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

E. interruptions of service during a period in which the Customer continues to use the service on an impaired basis;

F. interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;

G. interruption of service due to circumstances or causes beyond the control of the Company.

2.6.3 Use of Alternative Service Provided by the Company: Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the tariffed rates and charges for the alternative service used.



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

2.7 Cancellation of Service

2.7.1. Cancellation of Application for Service

A. Applications for service are non-cancelable unless the Company otherwise agrees. Where the Company permits the Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

B. Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

C. The special charges described in 2.7.1.A and 2.7.1.B will be calculated and applied on a case-by-case basis.



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

2.7 Cancellation of Service (Cont'd)

2.7.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in 2.6.1 above), Customer agrees to pay to the Company the following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.5.2: all costs, fees and expenses reasonable incurred in connection with

A. all Non-Recurring Charges reasonably expended by the Company to establish service to the Customer, plus

B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer, plus

all Recurring Charges specified in the applicable Service Order or tariff for the balance of the term set forth therein.

2.8 Transfer and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.



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

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.9.2 The Company shall designate on the Service Order and address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.



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

2.10 Satisfaction Guarantee

This offer is available to a New Customer, which is defined as a Customer who has not subscribed to any XO services during the one-year period prior to subscribing to new XO service. Pursuant to this, a New Customer may cancel its new Service, without incurring contractual penalties, within three (3) months of the Service installation if the New Customer is not completely satisfied with the Services provided by XO. (A month is equal to 30 calendar days.) In order to be eligible for this guarantee, a New Customer must not have received telecommunications service from another Service Provider at the location to which the new XO services are provided, or the New Customer must switch back to the Service Provider that provided New Customer's telecommunications service prior to New Customer subscribing to the new XO service.

New Customer must notify XO, in writing (via certified or overnight delivery with signature) with the XO claim form no later than three (3) months from the date of Service installation and before contacting their previous provider, of its intent to discontinue the Services. New Customer must allow XO a minimum of 30 days from the day of New Customer's notice, for the cancellation of the Services, including reconnection to the original Service Provider. After receipt of New Customer's timely notice, XO, in conjunction with the termination of New Customer's Service, will waive any applicable contract termination charges.



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

2.10 Satisfaction Guarantee (Cont'd)

XO will also reimburse the New Customer for any installation charges incurred by New Customer to restore the New Customer to its previous Service Provider at the identical level and type of service provided by the previous Service Provider at the same customer location. In order to receive the reimbursement, the New Customer must, within (3) months of the installation date, provide XO with the following: (1) the XO reimbursement form; (2) copy of the invoice from the other Service Provider; and (3) a copy of the last invoice that the New Customer had received from the other Service Provider prior to switching to XO, if applicable.

If New Customer previously did not have a provider other than XO at the location to which the Services are provided, or if the previous Service Provider will not or cannot provide the identical level and type of service previously provided to New Customer, XO will reimburse New Customer any initial XO installation charges New Customer incurred in conjunction with the installation of Service. All reimbursements will be in the form of a check. Credits will not be given.

XO is not liable for any outage or inconvenience to New Customer relating to restoring the New Customer to its previous Service Provider. The New Customer is responsible to pay XO for all charges for XO new Service provided to the New Customer through and including the date of Service termination prior to receiving reimbursement from XO.

Except as provided below, this promotion is not available to customers receiving non-standard pricing, non-standard products, or non-standard terms and conditions (e.g., individual case basis prices, products, or term and conditions), or customers for whom XO performed Special Construction or Special Configurations. Special Construction is defined in Section 1 of this tariff. Special Configuration refers to the situation in which a customer's service connection is established through a non-standard network architecture design.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES

The following sections will apply to customers who are served by a Central Office where the former XO Arizona, Inc. has facilities and to existing Customers of XO Arizona, Inc. as of February 6, 2005.
**Category One - Sections 3.1 thru 3.25**

3.1 Local Exchange Service - The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- access enhanced 911 Emergency Service where available;
- access the interexchange carrier selected by the Customer for intraLATA, interLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access Telecommunication Relay Service.

The Company's service cannot be used to originate calls to other telephone companies' caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

Service availability and local calling areas are specified below. NXX's associated with each particular exchange or zone may be found in the telephone directory published by the incumbent local exchange provider in the Customer's exchange area.

**EXCHANGE AREALOCAL CALLING AREA**

Phoenix Metropolitan AreaPhoenix Metropolitan Exchange, Agua Fria, Black Canyon, Buckeye, Cave Creek, Circle City, Deer Valley, Fort McDowell, Higley, New River, Paradise Valley, and Superstition



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES

3.1 Local Exchange Service (Cont'd)

3.1.0 Service Order Charges

Company will assess a Service Order Charge for each of the following Customer initiated requests made after 30 days from the installation of Service:

| | MRC - Maximum |
|---|---|
| **Primary Service Order Charge**<br>Adding lines, moving services, convert product types, | $80.00 per order |
| **Record Order Charge**<br>Adding or changing directory listings, changing billing account information | $50.00 per order |
| **Subsequent Order Charge**<br>Adding new features, changing existing features | $60.00 per order |
| **PIC Change Charge**<br>Changing interLATA or intraLATA carrier | $50.00 per line |
| **Line Restoral Charge**<br>Re-establishing service after suspension for non-payment | $100.00 per line |
| **Technician Visit Charge**<br>Requests requiring a technician to be dispatched for work to be completed | $300.00 per occurence (N) (N) |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines* (C)

Small Business Basic Business Lines are available to those Customers who subscribe to this service as the only local exchange service from the Company. This service supplies voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Small Business Basic Business Line Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 3.1.1.C of this Tariff as well as all applicable Federal, State and Local Taxes and Surcharges.

A. Small Business Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions – Small Business Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

| | |
|---|---|
| Option A | No Blocking |
| Option B | Block 976-like, 500, 976, 900 area codes |
| Option C | Block 976-like, 500, 976, 900, 01, 011 codes |
| Option D | Block 976-like, 500, 976, 900, 01, 011, DA |
| Option E | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International |
| Option F | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International, IntraLATA |
| Option G | Block 976-like, 500, 976, 900, 0+ |
| Option H | Block 976-like, 500, 976, 900, 0 |
| Option J | Block All |

*As of April 1, 2007, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

B. Small Business Basic Business Line Optional Features **(T)**

Small Business Basic Business Line Customers may order the following Optional Features listed below at the Rates specified in Section 3.1.1.C of this Tariff. **(T)**

Call Forward Busy
Call Forward Don't Answer
Call Forward Doesn't Answer Ring Select
Call Forward Variable
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Call Transfer
Speed Calling 8
Speed Calling 30
Three Way Calling
Caller ID Number Only
Caller ID Name & Number
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular or Sequential)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

B. Small Business Basic Business Line Optional Features (Cont'd) **(T)**

Optional Feature Packages

Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package. Pricing is listed in Section 3.1.1.C of this Tariff.

| Packages | Features Included |
|---|---|
| 2 Feature Package | Three Way Calling and Call Forward Variable |
| 3 Feature Package | Three Way Calling, Call Forward Variable, and Call Transfer |
| 4 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer |
| 5 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number |
| 6 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) (T)

B. Small Business Basic Business Line Optional Features (Cont'd) (T)

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)
MWI- Visual

C. Small Business Basic Business Line Rates and Charges (T)

Small Business Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below. (T)

1. Non-Recurring Charges

| Basic Business Line | Maximum |
|---|---|
| 1 Year Rate | $100.00 |
| 2 Year Rate | $100.00 |
| 3 Year Rate | $100.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

C. Small Business Basic Business Line Rates and Charges (Cont'd) **(T)**

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward Busy | $15.00 |
| Call Forward No Answer | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forward Variable | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Transfer w/Consultation Hold | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Caller ID Name & Number | $15.00 |
| Caller ID w/ Name | $15.00 |
| Distinctive Ringing w/ | |
| Call Waiting Tone | $15.00 |
| Hot Line | $15.00 |
| Circular Hunting | $20.00 |
| Sequential Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

C. Small Business Basic Business Line Rates and Charges (Cont'd) **(T)**

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Three Way Calling w/Consultation Hold | $15.00 |
| Touchtone | $ 5.00 |
| Proposed Feature Packages | |
| Feature Package 1 | $20.00 |
| Feature Package 2 | $25.00 |
| Feature Package 3 | $25.00 |
| Feature Package 4 | $30.00 |
| Feature Package 5 | $35.00 |

2. Monthly Recurring Charges

| Basic Business Line | Maximum |
|---|---|
| 1 Year Rate | $65.00 |
| 2 Year Rate | $65.00 |
| 3 Year Rate | $60.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

C. Small Business Basic Business Line Rates and Charges (Cont'd) **(T)**

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward Busy | $15.00 |
| Call Forward No Answer | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forward Variable | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Transfer w/ Consultation Hold | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Caller ID Name & Number | $15.00 |
| Caller ID w/ Name | $15.00 |
| Distinctive Ringing w/Call Waiting Tone | $10.00 |
| Automatic Line | $10.00 |
| Circular Hunting | $20.00 |
| Sequential Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.1 Small Business Basic Business Lines (Cont'd) **(T)**

C. Small Business Basic Business Line Rates and Charges (Cont'd) **(T)**

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Three Way Calling w/Consultation Hold | $15.00 |
| Touchtone | $ 5.00 |
| Proposed Feature Packages | |
| Feature Package 1 | $20.00 |
| Feature Package 2 | $25.00 |
| Feature Package 3 | $25.00 |
| Feature Package 4 | $30.00 |
| Feature Package 5 | $35.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks

Business Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic. The trunk connection can be either analog or digital depending on the customer's requirements.

Analog trunk service is offered via standalone Private Branch Exchange (PBX) or Direct Inward Dial (DID) Trunks, while digital connections are provided through Digital Switched T-1 Service.

In-Only Trunks - A One-Way trunk that only allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Out Only Trunks - A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the XO switching equipment.

Two-Way Trunks - A Trunk which allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

In-Only with DID Trunk - A One-Way trunk equipped with Direct Inward Dialing Service that allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

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

Fractional T1 Trunks

Basic T1 Facility - A T1 facility that is equipped with In-Only, Out-Only, or Two-Way trunks.

Advanced T1 Facility - A T1 facility that is equipped with In-Only with DID or Two-Way with DID trunks.

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks(Cont'd)

A. PBX Analog Trunks[1] **(C)**

The PBX Analog Trunk provides a two-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability where available. Call traffic in static Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), or a combination of DID/DOD.

1. PBX Analog Trunk Rates and Charges:

PBX Analog Trunk Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly recurring Charges (MRC's) and Usage Charges, as specified below. Additional Federal, State and Local taxes and Surcharges may also apply.

| Non-Recurring Charges | Maximum |
|---|---|
| In Only (Basic) | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $100.00 |
| Out Only (Basic) | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $100.00 |
| Two-Way (Basic) | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $100.00 |

[1]Effective December 4, 2008, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks(Cont'd)

A. PBX Analog Trunks(Cont'd)

1. PBX Analog Trunk Rates and Charges:

| Non-Recurring Charges | Maximum |
|---|---|
| In Only w/ DID | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $100.00 |
| DID Numbers – 20 | $ 30.00 |
| DID Numbers – 100 | $175.00 |
| | |
| Monthly Recurring Charges | |
| In Only (Basic) | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $ 90.00 |
| Out Only (Basic) | |
| 1 Year | $100.00 |
| 2 Year | $100.00 |
| 3 Year | $90.00 |
| Two-Way (Basic) | |
| 1 Year | $110.00 |
| 2 Year | $110.00 |
| 3 Year | $110.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks(Cont'd)

A. PBX Analog Trunks(Cont'd)

1. PBX Analog Trunk Rates and Charges:(Cont'd)

| Monthly Recurring Charges | Maximum |
|---|---|
| In Only w/ DID | |
| 1 Year | $180.00 |
| 2 Year | $180.00 |
| 3 Year | $170.00 |
| Two-Way w/ DID | |
| 1 Year | $200.00 |
| 2 Year | $200.00 |
| 3 Year | $200.00 |
| DID Numbers – 20 | $8.00 |
| DID Numbers – 100 | $25.00 |

B. Digital Switched T-1

Digital Switched T-1 service provides an intraexchange digital connection between the customers PBX (Private Branch Exchange) or Hybrid Key system and XO's Central office.
Each Digital Switched T-1 carries 24 channels over a standard digital transmission facility. The channels are used to carry circuit switched voice and data call traffic at channel signal rates of up to 64 Kbps per channel with a total of 1.544 Mbps dedicated bandwidth for each Digital Switched T-1 service. Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID) or Direct Outward Dialing. Digital Switched T-1 Service and/or its Features are provided subject to the availability and Service Capabilities of the Central Office Facilities. Customer must provide his or her own DTI (Digital Interface) Card. If Customer wishes to provision analog PBX trunk services, Customer must provide compatible digital to analog conversion equipment. All Channel Service Units (CSU's) are the responsibility of the Customer. Digital Switched T-1 service is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers or Interexchange Carriers, in the provision of service to their customers.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

Digital Switched T-1 service is provisioned as either a:

* Full Digital Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and 24 channels or,

* Fractional Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and individual channels (minimum of 10 channels)

1. Digital Switched T-1 Rates and Charges:

Digital Switched T-1 Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly Recurring Charges (MRC's) and Usage Charges, as specified below. Additional Federal, State and Local Taxes and Surcharges may also apply.

| Non-Recurring Charges | Maximum |
|---|---|
| Full Switched Digital T1 Trunks | |
| In Only (Basic) | |
| 1 Year | $3,000.00 |
| 2 Year | $3,000.00 |
| 3 Year | $3,000.00 |
| Out Only (Basic) | |
| 1 Year | $3,000.00 |
| 2 Year | $3,000.00 |
| 3 Year | $3,000.00 |
| Two-Way (Basic) | |
| 1 Year | $3,000.00 |
| 2 Year | $3,000.00 |
| 3 Year | $3,000.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Non-Recurring Charges | Maximum | |
|---|---|---|
| Full Switched Digital T1 Trunks | | (T) |
| In Only w/ DID | | |
| 1 Year | $3,000.00 | |
| 2 Year | $3,000.00 | |
| 3 Year | $3,000.00 | |
| Two-Way w/ DID | | |
| 1 Year | $3,000.00 | |
| 2 Year | $3,000.00 | |
| 3 Year | $3,000.00 | |
| DID Numbers – 20 | $30.00 | |
| DID Numbers – 100 | $175.00 | |
| Fractional Switched Digital T1 Trunks | | (T |
| Digital Transmission Facility, Basic | | |
| 1 Year | $1,500.00 | |
| 2 Year | $1,500.00 | |
| 3 Year | $1,500.00 | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| | |
|---|---|
| Per Channel Rate, Basic | |
| In Only | |
| 1 Year | $75.00 |
| 2 Year | $75.00 |
| 3 Year | $75.00 |
| Out Only | |
| 1 Year | $75.00 |
| 2 Year | $75.00 |
| 3 Year | $75.00 |
| Two-Way | |
| 1 Year | $75.00 |
| 2 Year | $75.00 |
| 3 Year | $75.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Non-Recurring Charges | Maximum | |
|---|---|---|
| Fractional Switched Digital T1 Trunks | | (T) |
| Digital Transmission Facility, Advanced | | |
| 1 Year | $1,500.00 | |
| 2 Year | $1,500.00 | |
| 3 Year | $1,500.00 | |
| Per Channel Rate, Advanced | | |
| In Only w/ DID | | |
| 1 Year | $200.00 | |
| 2 Year | $200.00 | |
| 3 Year | $200.00 | |
| Two-Way w/ DID | | |
| 1 Year | $200.00 | |
| 2 Year | $200.00 | |
| 3 Year | $200.00 | |

| Monthly Recurring Charges | Maximum | |
|---|---|---|
| Full Switched Digital T1 Trunks | | (T |
| In Only (Basic) | | |
| 1 Year | $1,800.00 | |
| 2 Year | $1,700.00 | |
| 3 Year | $1,700.00 | |
| Out Only (Basic) | | |
| 1 Year | $1,800.00 | |
| 2 Year | $1,700.00 | |
| 3 Year | $1,700.00 | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Monthly Recurring Charges | Maximum |
|---|---|
| Full Switched Digital T1 Trunks | |
| Two-Way (Basic) | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| In Only w/ DID | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| Two-Way w/ DID | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| DID Numbers – 20 | $8.00 |
| DID Numbers – 100 | $25.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Monthly Recurring Charges | Maximum |
|---|---|
| Full Switched Digital T1 Trunks | |
| Two-Way (Basic) | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| In Only w/ DID | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| Two-Way w/ DID | |
| 1 Year | $1,800.00 |
| 2 Year | $1,700.00 |
| 3 Year | $1,700.00 |
| DID Numbers – 20 | $8.00 |
| DID Numbers – 100 | $25.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Monthly Recurring Charges | Maximum |
|---|---|
| Fractional Switched Digital T1 Trunks | |
| Digital Transmission Facility, Basic | |
| 1 Year | $1,000.00 |
| 2 Year | $1,000.00 |
| 3 Year | $1,000.00 |
| Per Channel Rate, Basic | |
| In Only | |
| 1 Year | $70.00 |
| 2 Year | $70.00 |
| 3 Year | $70.00 |
| Out Only | |
| 1 Year | $70.00 |
| 2 Year | $70.00 |
| 3 Year | $70.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| Monthly Recurring Charges | Maximum | |
|---|---|---|
| Digital Transmission Facility, Basic | | |
| Fractional Switched Digital T1 Trunks | | (T) |
| Two-Way | | |
| 1 Year | $70.00 | |
| 2 Year | $70.00 | |
| 3 Year | $70.00 | |
| Fractional Switched Digital T1 Trunks | | (T) |
| Digital Transmission Facility, Advanced | | |
| 1 Year | $250.00 | |
| 2 Year | $200.00 | |
| 3 Year | $200.00 | |
| Per Channel Rate, Advanced | | |
| In Only w/ DID | | |
| 1 Year | $110.00 | |
| 2 Year | $110.00 | |
| 3 Year | $110.00 | |
| Two-Way w/ DID | | |
| 1 Year | $120.00 | |
| 2 Year | $120.00 | |
| 3 Year | $120.00 | |
| DID Numbers – 20 | $8.00 | |
| DID Numbers – 100 | $25.00 | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

B. Digital Switched T-1 (Cont'd)

1. Digital Switched T-1 Rates and Charges: (Cont'd)

| | Maximum NRC | Maximum MRC | |
|---|---|---|---|
| Trunk Change Charge | | | (T) |
| Trunk Group Configuration | $90.00 | | |
| Channel Reconfiguration T1 | $90.00 | | |
| Optional Feature | | | |
| Calling Number Delivery per Trunk Group | $75.00 | $75.00 | |

C. PBX Analog Trunk & Digital Switched T-1 Standard Features
Each PBX Analog Trunk & Digital Switched T-1 includes the following features at no additional charge.

Hunting:
Ascending Trunk Selection - Ascending Trunk Selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the first trunk of the trunk group, ascending to the last trunk of the Trunk Group. (example: hunting from the 1st trunk through last trunk on Trunk Group)

Descending Trunk Selection - Descending trunk selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the last trunk of the trunk group, descending to the first trunk of the Trunk Group. (example: hunting from last trunk of Trunk Group toward the 1st trunk of the Trunk Group).

Least Idle Trunk Selection ("LIDL") - LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Most Idle Trunk Selection ("MIDL") - MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.2 Business Trunks (Cont'd)

C. PBX Analog Trunk & Digital Switched T-1 Standard Features (Cont'd)
Alternative Call Routing - Allows the customer to route calls to any service within the switch to handle calls in case of a disaster or for call overflow purposes. Typically a customer will route calls from one Trunk Group to another Trunk Group. Calls overflow to the Alternate Call Route when they encounter a busy condition. There are three types of busy conditions:

Overflow Call Processing - all trunks in the trunk group are busy.

System Busy – This busy condition is caused by network system problems, such as T1 Carrier being down or SS7 related problems.

Manual Busy – This condition is caused by the trunk group being manually taken down, typically to do maintenance on the customer side in the PBX or on the telecom side in the network switch.
Additional Features:
E911
One (1) Directory Listing
Touch-tone Capability

D. PBX Analog Trunk & Digital Switched T-1 Optional Features:

Calling Number Delivery - Sends the calling number to the customer.

Directory Assistance and Operator Services are available for an additional per call charge as outlined in Sections 3.10 and 3.11 of this Tariff.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe XOPTION Service Offering

The Deluxe XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Deluxe XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Deluxe XOption Service Offering the Customer selects and receives service under one of the Deluxe XOptions listed in the sections below. Each Deluxe XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each Deluxe XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one-year term agreement for both voice and Internet services in order to be eligible for the Deluxe XOption Service Offering.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

A. Deluxe XOption #1* **(N)**

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,200.00 |
| | B=$2,700.00 |
| | C=$3,100.00 |
| | D=$3,500.00 |
| Non-Recurring Charge | $2,000.00 |

*As of June 17, 2005, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

B. Deluxe XOption #2* (N)

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| Maximum | |
|---|---|
| Monthly Recurring Charge | A=$2,500.00 |
| | B=$2,500.00 |
| | C=$2,700.00 |
| | D=$3,000.00 |
| Non-Recurring Charge | $2,000.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

C. Deluxe XOption #3* (N)

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,100.00 |
| | B=$2,700.00 |
| | C=$3,100.00 |
| | D=$3,500.00 |
| Non-Recurring Charge | $2,000.00 |

*As of June 17, 2005, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

D. Deluxe XOption #4* (N)

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,700.00 |
| | B=$2,700.00 |
| | C=$3,000.00 |
| | D=$3,200.00 |
| Non-Recurring Charge | $2,000.00 |

*As of June 17, 2005, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

E. Deluxe XOption #5* **(C)**

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,000.00 |
| | B=$3,000.00 |
| | C=$3,500.00 |
| | D=$3,500.00 |
| Non-Recurring Charge | $3,000.00 |

* Effective December 4, 2008, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

F. Deluxe XOption #6* **(C)**

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,200.00 |
| | B=$3,700.00 |
| | C=$3,700.00 |
| | D=$4,000.00 |
| Non-Recurring Charge | $3,000.00 |

* Effective December 4, 2008, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

G. Deluxe XOption #7* (N)

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,700.00 |
| | B=$3,100.00 |
| | C=$3,100.00 |
| | D=$3,700.00 |
| Non-Recurring Charge | $2,000.00 |

*As of August 1, 2005 this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

H. Deluxe XOption #8* **(N)**

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption is provided over basic business or analog Centrex lines for a minimum of ten users and DSL Service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge - Two Components | |
| 1st Ten Users | A=$1000.00 |
| | B=$1200.00 |
| | C=1500.00 |
| | D=$2000.00 |
| Each Add'l. User | |
| Above Ten | A=$400.00 |
| | B=$400.00 |
| | C=$400.00 |
| | D=$400.00 |

Non-Recurring Charge
The Non-Recurring Charge is equal to one month's Monthly Recurring Charge. If additional users are added after installation, the Non-Recurring charge for the additions is equal to the Each Additional User Charge Above Ten Users for the package chosen times the numbers of users added.

*As of June 17, 2005, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

I. Deluxe XOption #12* (N)

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3100.00 |
| | B=$3700.00 |
| | C=$5000.00 |
| | D=$5500.00 |
| Non-Recurring Charge | $2000.00 |

*As of June 17, 2005, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

J. Deluxe XOption #13* (N)

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$4000.00 |
| | B=$4500.00 |
| | C=$6000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $3000.00 |

*As of August 1, 2005 this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

K. Deluxe XOption #14*

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2700.00 |
| | B=$3700.00 |
| | C=$5000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $2300.00 |

(T)

*As of June 17, 2005, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

L. Deluxe XOption #15* (N)

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$4000.00 |
| | B=$5000.00 |
| | C=$6000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $3000.00 |

*As of August 1, 2005 this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

M. Deluxe XOption #16* (N)

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3000.00 |
| | B=$3500.00 |
| | C=$3500.00 |
| | D=$5500.00 |
| Non-Recurring Charge | $2000.00 |

(N)

*As of August 1, 2005 this product will only be available to current customers at their current location.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

N. XOption M – Satellite Office Solutions (SOS)

To receive service under this XOption, the Customer must order a XOptions package at no fewer than three locations, with at least one location receiving one of the Deluxe XOptions 1-16. The requirement specified above does not apply to Customer's who subscribe to a two or three year contract term. However, all Customers, regardless of contractual term length, must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customers renewing Company contracts are eligible to receive this XOption on a stand alone basis with no location or other XOption requirements. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | $1000.00 |
| Non-Recurring Charge | $1000.00 |

O. XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.3 Deluxe X OPTION Service Offering (Cont'd)

P. Standard Feature Package:

All XOptions include the following standard features at no additional charge.

(D)

Call Forwarding
3 Way Calling

Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
Caller ID – Number Only
First Block of 20 DIDs*

Q. Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

| | |
|---|---|
| 2 Years = | 5% Discount |
| 3 Years = | 10% Discount |

* Available to Customers who ordered business trunks.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.4 Multiple Service Discount #1* **(C)**

XO Multiple Service #1 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 10% discount off the combined total amount of the Monthly Recurring and Local Usage charges for their XO local exchange service, local calling features and XO DSL or Dedicated Internet Access service. Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 10% discount is applied in addition to any term discount offered on the individual service components listed below. The following are not eligible with the Multiple Service Discount: XOption Offering; Integrated Access Offering; other promotions; Individual Case Basis (ICB) contracts, or any off tariff
pricing. To be eligible, Customer must meet the following criteria:

1. Customer must subscribe to XO local exchange service ("Voice Service"). The Local Exchange Voice service requirement is a minimum of 48 lines or trunks (or 2 T-1 equivalents), but no more than 144 lines or trunks (or 6 T-1 equivalents);

2. Customer must subscribe to a XO DSL or XO Dedicated Internet Access service ("Data Service");

3. New XO Customers must commit to a term of service for the XO Voice Service and Data Service for a minimum one (1) year term commitment. Existing XO Customers must commit to a term of service for Data Service that is equal to or greater than the amount of time remaining in Customer's term commitment for the Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;

4. All Voice and Data Services must be provided the same customer location;

5. Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

6. If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all discounted amounts provided under this Service Discount Plan.

* As of October 28, 2005, this discount will not be available to new customers. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.5 Multiple Service Discount #2

XO Multiple Service #2 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 15% discount off the combined total amount of the Monthly Recurring and Usage charges for their XO local exchange, local calling features, IntraLATA, InterLATA, 800 toll service, Shared Web Hosting and DSL or Dedicated Internet Access Service. (D)
Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 15% discount is applied in addition to any term discount offered on the individual service components listed below. The following are not eligible with the Multiple Service Discount: XOption Offering; Integrated Access Offering; XO Dedicated Long Distance; other promotions; Individual Case Basis (ICB) contracts, or any off tariff pricing. To be eligible, Customers must meet the following
criteria:

Customers must subscribe to XO local exchange and long distance ("Voice Service"). The Local Exchange Voice service requirement is a minimum of 48 lines or trunks (or 2 T-1 equivalents) but no more than 144 lines or trunks (or 6 T-1 equivalents). (D)

Customers must subscribe to XO DSL or Dedicated Internet Access service, and XO Shared Web Hosting service ("Data Service"). Does not apply to Dedicated Web Hosting;

New XO Customers must commit to a term of service for the XO Voice Service and Data Service for minimum one (1) year term commitment. Existing XO Customers must commit to a term of service for Data Service that is equal to or greater than the amount of time remaining in Customer's term commitment for the XO Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;

Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all discounted amounts provided under this Service Discount Plan.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.6 IntraLATA Network Access

A. Description of Service

Company IntraLATA Network Access is an IntraLATA service that provides a dedicated transmission path between a customer designated premises and a Company Point of Presence. Where IntraLATA Network Access is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps). IntraLATA Network Access is used to provide access services in conjunction with IntraLATA Private Line, DIA and Dedicated Long Distance.

The facilities to the customer-designated premises may be entirely On-Net or Off-Net Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Network Access is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

B. Rates and Charges

Rates and charges for IntraLATA Network Access service are defined herein and are based on the location(s) of the customer designated premise(s) in relation to Company's network. Specifically, Customers will be charged according to whether the customer designated premises are On-Net or Off-Net. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely over Company facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely over Company facilities. Instead, service to the Customer designated premises is provided by Company, in whole or in part, through the use, purchase or lease of the facilities from a service provider other than Company.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.6 IntraLATA Network Access (Cont'd)

C. Rates and Charges (Cont'd)

1. Rate Elements: Two rate elements apply to IntraLATA Network Access: Channel Termination and Network Access Mileage.

a. Channel Termination
The Channel Termination rate element provides for the dedicated transmission path between a customer designated premise and Company's Point of Presence. One Channel Termination charge applies per each customer point of termination. A Channel Termination charge applies when the customer designated premises and the serving wire center are collocated in the same building.

b. Network Access Mileage
The Network Access Mileage rate element provides for the dedicated transmission facilities path between the customer's serving wire centers associated with the customer designated premise and the Company's Point of Presence. The Network Access Mileage rate element is made up of two monthly recurring charges: a flat rate per circuit ("Fixed") and a flat per-mile rate ("Variable").

The Network Access Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile. If both locations of Customer's designated premises are within the same central office, Network Access Mileage charges will not apply.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.6 IntraLATA Network Access (Cont'd)

C. Rates and Charges (Cont'd)

2. Rate Application

The following chart designates the applicable Rate Elements based on the location of the Customer designated Premises.

| Locations of Customer Designated Premises | Applicable Rate Elements |
|---|---|
| On-Net | One Channel Termination charge per Customer designated point of termination; |
| Off-Net | One Channel Termination charge per Customer designated point of termination; plus applicable Network Access Mileage Charges |

**On-Net- DS1**

| | Channel Termination | | Network Access Mileage Charge | |
|---|---|---|---|---|
| Term | MRC | NRC-Installation | Fixed | Variable |
| 1yr | $92.00 | $313.25 | NA | NA |
| 2yr | $92.00 | $313.25 | NA | NA |
| 3yr | $84.00 | $313.25 | NA | NA |

**Off-Net-DS1**

| | Channel Termination | | Network Access Mileage Charge | |
|---|---|---|---|---|
| Term | MRC | NRC-Installation | Fixed | Variable |
| 1yr | $115.00 | $313.25 | $100.00 | $12.00 |
| 2yr | $115.00 | $313.25 | $100.00 | $12.00 |
| 3yr | $105.00 | $313.25 | $ 86.50 | $10.20 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.6 IntraLATA Network Access (Cont'd)

C. Rates and Charges (Cont'd)

2. Rate Application (Cont'd)

**On-Net- DS3**

| | Channel Termination | | Network Access Mileage Charge | |
|---|---|---|---|---|
| Term | MRC | NRC-Installation | Fixed | Variable |
| 1yr | $1152.00 | $313.25 | NA | NA |
| 2yr | $1140.00 | $313.25 | NA | NA |
| 3yr | $1028.00 | $313.25 | NA | NA |

**Off-Net-DS3**

| | Channel Termination | | Network Access Mileage Charge | |
|---|---|---|---|---|
| Term | MRC | NRC-Installation | Fixed | Variable |
| 1yr | $1440.00 | $313.25 | $330.70 | $90.70 |
| 2yr | $1425.00 | $313.25 | $323.95 | $88.83 |
| 3yr | $1285.00 | $313.25 | $306.90 | $84.15 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.7 IntraLATA Private Line

A. Description of Service

Company IntraLATA Private Line is an IntraLATA service, which is used in conjunction with IntraLATA Network Access. IntraLATA Private Line Service provides a dedicated transmission path that originates or terminates at a Company Point of Presence (POP). Where IntraLATA Private Line is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps).

The facilities to the customer-designated premises may be entirely On-Net or Off-Net. Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Private Line is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

B. Rates and Charges

Rates and charges for IntraLATA Private Line service is defined herein and is based on the locations of the customer designated premises in relation to the Company's network. Specifically, Customers will be charged according to whether the customer-designated premises are On-Net or Off-Net. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely by Company over its own facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely over Company facilities. Instead, service to the Customer designated premises is provided by Company, in whole or in part, through the use, purchase or lease of the facilities from a service provider other than Company.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.7 IntraLATA Private Line (Cont'd)

B. Rates and Charges (Cont'd)

1. Rate Elements: The rate element that applies to IntraLATA Private Line is Long haul Mileage.

The Long haul Mileage rate element provides for the dedicated transmission facilities path between the Company POPs associated with the two customer designated premises. The Long haul Mileage rate element is made up of one variable charge: a flat, per-mile rate.

The Long haul Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile.

Long haul Mileage charges do not apply for a circuit between two on-net locations in the same LATA that are less 5 miles or less apart.

2. Rate Application:

| DS 1 | 1 year | 2 Year | 3 Year |
|---|---|---|---|
| Installation: NRC | $313.25 | $313.25 | $313.25 |
| Long haul Mileage: MRC Per mile | $12.00 | $12.00 | $10.20 |
| DS 3 | | | |
| Installation: NRC | $313.25 | $131.25 | $313.25 |
| Long haul Mileage: MRC per mile | $90.70 | $88.83 | $84.15 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.8 Local Volume Discount

National Local is a discount plan based upon XO's currently offered Local Services. Two plans are available, as outlined below. Customer must choose one plan upon execution of their service agreement.

A. Restrictions:
The offer is available to New and Existing Customers who sign a minimum two (2) year commitment for XO Local service offerings.

1. The following Services are not included in the discount, but are included in the revenue commitment: XOptions, ISDN-BRI, Inbound PRI, Integrated Access, Gateway traffic, Residential Service, Operator Services, Resold Services, Carrier Local Term, DAL IntraLATA usage, Labor and Non-Recurring Charges. All other products and usage types are included in the revenue commitment.

2. This offer applies only to those other Local products currently available.

3. Customers located in an area where the Company is collocated in the ILEC wire center serving the Customer are eligible for this offering. Other Customers may be eligible depending upon their service configuration.

4. All other commitments and/or restrictions, including early termination fees, associated with the applicable local product(s) apply.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.8 Local Volume Discount (Cont'd.)

B. Pricing - Two Price plans are available. Customers must choose one of the following plans when they sign their service contract.

1. Aggregate Revenue Plan: Customers who choose XO's Aggregate Revenue plan will receive discounts off their monthly Local MRC's & Local usage, based upon the actual amount of revenue billed each month. The amount of the discount may vary month to month.

| Monthly Revenue | Discount |
|---|---|
| $20,000-49,999 | 10% |
| $50,000-124,999 | 15% |
| $125,000-199,999 | 20% |
| Greater than $200,000 | 25% |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.8 Local Volume Discount (Cont'd)

B. Pricing (Cont'd)

2. Aggregate Commitment Plan: Customers who choose XO's Aggregate Commitment Plan will receive the following discounts off their Local MRC's & Local usage, based upon the commitment level they choose. Discounts will be applied monthly. Failure to achieve the annual commitment level will result in a penalty equal to the difference between the actual amount billed and the selected commitment level.

| Annual Revenue Commitment | Discount |
|---|---|
| $250,000-599,999 | 10% |
| $600,000-1,499,999 | 15% |
| $1.5M- 2,399,999 | 20% |
| Greater than $2.4M | 25% |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.9 Remote Call Forwarding

There is a minimum contract period of one month for this service. One RCF path is required for each simultaneous call forwarded. This service is not offered where the terminating number is a pay phone. Custom Calling features are not available. Call Forwarding and Remote Call Forwarding are not available on the terminating number. Customer must order sufficient facilities to handle calls.

| | | Maximum |
|---|---|---|
| A. | Non-recurring charges:<br>Connection Charge (per path) | $ 50.00 |
| B. | Recurring charges:<br>Monthly Charges (per path) | $ 35.00 |
| C. | Usage Charges: Applicable toll rates and surcharges apply per call and per line. Determination of rates is based on location of RCF number termination number. For local calls, the following rates apply: | |
| | Per Call | $ 3.00 |
| D. | Change Charge: The non-recurring charge will apply each time the number at the Call Forwarding location or the terminating number is changed. | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.10 National Local Service

National Local Service is available to Customers in areas where Company provides service by resale or so-called "UNE Platform" arrangements. In order to qualify for National Local Service, Customers must sign a minimum 2-year contract and order two or more lines. National Local Service is only available where facilities exist and operating conditions permit.

A. Basic Business Lines

Company will provide Basic Business Lines as described in Section 3.1of the tariff. Basic Business Line Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

1. Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
911 Access
One Yellow Pages Directory Listing
Blocking Restrictions

2. Basic Business Line Optional Features: Basic Business Line Customers may order the following Optional Features listed below at the Rates specified below.

Call Forward Busy
Call Forward No Answer
Hunting (Circular or Sequential)
Call Forward Variable
Call Waiting with Cancel Call Waiting
Speed Calling 8
Three Way Calling
Caller ID Number Only
Caller ID Name & Number

(D)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.10 National Local Service (Cont'd)

A. Basic Business Lines (Cont'd)

3. Basic Business Line Rates and Charges: Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below. All rates are based on a two-year term. Pricing for alternate term lengths will be offered on an individual case basis.

| Monthly Recurring Charges | Maximum |
|---|---|
| Line Charge | |
| Basic Local Line | $60.00 |
| | |
| Optional Features: | |
| Call Forward Busy | $10.00 |
| Call Forward No Answer | $15.00 |
| Circular Hunting | $15.00 |
| Sequential Hunting | $15.00 |
| Call Forward Variable | $10.00 |
| Call Waiting with Cancel Call Waiting | $15.00 |
| Speed Calling 8 | $10.00 |
| Three Way Calling | $10.00 |
| Caller ID Number Only | $15.00 |
| Caller ID Name & Number | $15.00 |

(D)

| Non-Recurring Charges | |
|---|---|
| Installation Charge (Per Line) | |
| First Line | $90.00 |
| Additional Line(s) | $90.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.10 National Local Service (Cont'd)

B. Private Branch Exchange (PBX) Trunks* **(C)**

1. Service Description:

PBX Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic.

Two-Way Trunks - A Trunk which allows traffic to be transmitted from either the customer's PBX or the Company switching equipment.

One-Way, out only - A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the Company switching equipment.

One-Way, in only - A One-Way Trunk that only allows traffic from the Company switching equipment to be transmitted to the customer's PBX.

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

*Effective December 4, 2008, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.10 National Local Service (Cont'd)

B. Private Branch Exchange (PBX) Trunks (Cont'd)

2. Rates and Charges

PBX Trunk Customers will be charged applicable Non-Recurring Charges, Monthly Recurring Charges and Usage Charges, where applicable. Additional Federal, State, and Local taxes and Surcharges may also apply. Rates below are based on a two year term. Rates for alternate term lengths may be provided on an individual case basis.

| | Maximum | |
|---|---|---|
| | MRC | NRC |
| PBX Trunks | | |
| Two-Way | $ 90.00 | $ 100.00 |
| One-Way, out only | $ 90.00 | $ 100.00 |
| One-Way, in only | $ 90.00 | $ 100.00 |
| Optional Features | | |
| DID Termination | $ 90.00 | $ 100.00 |
| Hunting | $ 12.00 | $ 12.00 |
| DID Numbers | | |
| Per Blocks of 20 | $ 10.00 | $ 50.00 |
| Per Blocks of 100 | $ 30.00 | $ 60.00 |

C. Early Termination Charge

Customers who subscribe to National Local Service shall also incur a per line charge specified below per line/trunk that is terminated prior to the end of the Customer's term commitment.

| Early Termination Charge | Maximum |
|---|---|
| | $100.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.11 Metra Plus X OPTION Service Offering* (C)

The Metra Plus XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and Dedicated Internet Access services provided at the same customer location. Metra Plus XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Metra Plus XOption Service Offering the Customer selects and receives service under one of the Metra Plus XOptions listed in the sections below. Each Metra Plus XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each Metra Plus XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one-year term agreement for both voice and Internet services in order to be eligible for the Metra Plus XOption Service Offering

3.1.11.1 Metra Plus XOption #7

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,000.00<br>B=$1,900.00<br>C=$2,000.00<br>D=$2,800.00 |
| Non-Recurring Charge | $2,000.00 |

* Effective December 4, 2008, this offering will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.11 Metra Plus X OPTION Service Offering (N)

3.1.11.2 Metra Plus XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,500.00 |
| | B=$3,500.00 |
| | C=$4,900.00 |
| | D=$6,200.00 |
| Non-Recurring Charge | $3,600.00 |

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.11 Metra Plus X OPTION Service Offering (N)

3.1.11.3 Metra Plus XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,200.00 |
| | B=$3,400.00 |
| | C=$4,800.00 |
| | D=$6,200.00 |
| Non-Recurring Charge | $3,600.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.11 Metra Plus X OPTION Service Offering (N)

3.1.11.4 Metra Plus XOption #16

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,000.00 |
| | B=$1,800.00 |
| | C=$2,000.00 |
| | D=$2,800.00 |
| Non-Recurring Charge | $2000.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines* (C)

Business Services Basic Business Lines are available to those Customers who also subscribe to other non-Basic Business Line services from the Company. This service provides basic access service and supplies voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Business Services Basic Business Line Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 3.1.12.C of this Tariff as well as all applicable Federal, State and Local Taxes and Surcharges.

A. Business Services Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions — Business Services Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

| | |
|---|---|
| Option A | No Blocking |
| Option B | Block 976-like, 500, 976, 900 area codes |
| Option C | Block 976-like, 500, 976, 900, 01, 011 codes |
| Option D | Block 976-like, 500, 976, 900, 01, 011, DA |
| Option E | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International |
| Option F | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International, IntraLATA |
| Option G | Block 976-like, 500, 976, 900, 0+ |
| Option H | Block 976-like, 500, 976, 900, 0 |
| Option J | Block All |

* As of April 1, 2007, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

B. Business Services Basic Business Line Optional Features

Business Services Basic Business Line Customers may order the following Optional Features listed below at the Rates specified in Section 3.1.12.C of this Tariff.

Call Forward Busy
Call Forward Don't Answer
Call Forward Doesn't Answer Ring Select
Call Forward Variable
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Call Transfer
Speed Calling 8
Speed Calling 30
Three Way Calling
Caller ID Number Only
Caller ID Name & Number
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular or Sequential)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.) (N)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

B. Business Services Basic Business Line Optional Features (Cont'd)

Optional Feature Packages

Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package. Pricing is listed in Section 3.1.12.C of this Tariff.

| Packages | Features Included |
|---|---|
| 2 Feature Package | Three Way Calling and Call Forward Variable |
| 3 Feature Package | Three Way Calling, Call Forward Variable, and Call Transfer |
| 4 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer |
| 5 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number |
| 6 Feature Package | Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding (N) |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

B. Business Services Basic Business Line Optional Features (Cont'd)

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)
MWI- Visual

C. Business Services Basic Business Line Rates and Charges

Business Services Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

1. Non-Recurring Charges

| Basic Business Line | Maximum |
|---|---|
| 1 Year Rate | $100.00 |
| 2 Year Rate | $100.00 |
| 3 Year Rate | $100.00 |

(N)



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(N)

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

C. Business Services Basic Business Line Rates and Charges (Cont'd)

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward Busy | $15.00 |
| Call Forward No Answer | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forward Variable | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Transfer w/Consultation Hold | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Caller ID Name & Number | $15.00 |
| Caller ID w/ Name | $15.00 |
| Distinctive Ringing w/ | |
| Call Waiting Tone | $15.00 |
| Hot Line | $15.00 |
| Circular Hunting | $20.00 |
| Sequential Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |

(N)



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(N)

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

C. Business Services Basic Business Line Rates and Charges (Cont'd)

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Three Way Calling w/Consultation Hold | $15.00 |
| Touchtone | $ 5.00 |
| Proposed Feature Packages | |
| Feature Package 1 | $20.00 |
| Feature Package 2 | $25.00 |
| Feature Package 3 | $25.00 |
| Feature Package 4 | $30.00 |
| Feature Package 5 | $35.00 |

2. Monthly Recurring Charges

| Business Services Basic Business Line | Maximum |
|---|---|
| 1 Year Rate | $65.00 |
| 2 Year Rate | $65.00 |
| 3 Year Rate | $60.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

C. Business Services Basic Business Line Rates and Charges (Cont'd)

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward Busy | $15.00 |
| Call Forward No Answer | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forward Variable | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Transfer w/ Consultation Hold | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Caller ID Name & Number | $15.00 |
| Caller ID w/ Name | $15.00 |
| Distinctive Ringing w/Call Waiting Tone | $10.00 |
| Automatic Line | $10.00 |
| Circular Hunting | $20.00 |
| Sequential Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |

(N)



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**SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)** (N)

3.1 Local Exchange Service (Cont'd)

3.1.12 Business Services Basic Business Lines (Cont'd)

C. Business Services Basic Business Line Rates and Charges (Cont'd)

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Three Way Calling w/Consultation Hold | $15.00 |
| Touchtone | $ 5.00 |
| Proposed Feature Packages | |
| Feature Package 1 | $20.00 |
| Feature Package 2 | $25.00 |
| Feature Package 3 | $25.00 |
| Feature Package 4 | $30.00 |
| Feature Package 5 | $35.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.) (N)

3.1 Local Exchange Service (Cont'd)

3.1.13 Small Business Basic Business Lines II

Small Business Basic Business Lines II provide basic access service is available to those Customers who subscribe to this service as the only local exchange service from the Company. This service supplies voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Small Business Basic Business Line II Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 3.1.1.C of this Tariff as well as all applicable Federal, State and Local Taxes and Surcharges.

A. The following are included on the monthly recurring charge:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions – Small Business Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

| | |
|---|---|
| Option A | No Blocking |
| Option B | Block 976-like, 500, 976, 900 area codes |
| Option C | Block 976-like, 500, 976, 900, 01, 011 codes |
| Option D | Block 976-like, 500, 976, 900, 01, 011, DA |
| Option E | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International |
| Option F | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International, IntraLATA |
| Option G | Block 976-like, 500, 976, 900, 0+ |
| Option H | Block 976-like, 500, 976, 900, 0 |
| Option J | Block All |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.) (N)

3.1 Local Exchange Service (Cont'd)

3.1.13 Small Business Basic Business Lines II (Cont'd)

B. Small Business Basic Business Line II Optional Features

Small Business Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in Section 3.1.1.C of this Tariff.

Call Forward Doesn't Answer Ring Select
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Speed Calling 8
Speed Calling 30
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.13 Small Business Basic Business Lines II(Cont'd)

B. Small Business Basic Business Line II Optional Features (Cont'd)

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)
MWI- Visual

C. Small Business Basic Business Line II Rates and Charges

Small Business Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

1. Non-Recurring Charges

| Basic Business Line | Maximum |
|---|---|
| 1 Year Rate | $100.00 |
| 2 Year Rate | $100.00 |
| 3 Year Rate | $100.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.13 Small Business Basic Business Lines II (Cont'd)

C. Small Business Basic Business Line II Rates and Charges (Cont'd)

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Distinctive Ringing w/ Calling Waiting Tone | $15.00 |
| Call Waiting Tone | $15.00 |
| Hot Line | $15.00 |
| Circular Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Touchtone | $ 5.00 |

2. Monthly Recurring Charges

| Small Business Basic Business Line II | Maximum |
|---|---|
| 1 Year Rate | $65.00 |
| 2 Year Rate | $65.00 |
| 3 Year Rate | $60.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd) (N)

3.1.13 Small Business Basic Business Lines II (Cont'd)

C. Small Business Basic Business Line II Rates and Charges (Cont'd)

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Distinctive Ringing w/Call Waiting Tone | $10.00 |
| Automatic Line | $10.00 |
| Circular Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Touchtone | $ 5.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd) (N)

3.1.14 Business Services Basic Business Lines II

Business Services Basic Business Lines II are available to those Customers who also subscribe to other non-Basic Business Line services from the Company. This service provides basic access service and supplies voice-grade communications channel(s) for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Business Services Basic Business Line II Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 3.1.12.C of this Tariff as well as all applicable Federal, State and Local Taxes and Surcharges.

A. Business Services Basic Business Lines II include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions — Business Services Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

| | |
|---|---|
| Option A | No Blocking |
| Option B | Block 976-like, 500, 976, 900 area codes |
| Option C | Block 976-like, 500, 976, 900, 01, 011 codes |
| Option D | Block 976-like, 500, 976, 900, 01, 011, DA |
| Option E | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International |
| Option F | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International, IntraLATA |
| Option G | Block 976-like, 500, 976, 900, 0+ |
| Option H | Block 976-like, 500, 976, 900, 0 |
| Option J | Block All |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.14 Business Services Basic Business Lines II (Cont'd)

B. Business Services Basic Business Line II Optional Features

Business Services Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in Section 3.1.12.C of this Tariff.

Call Forward Doesn't Answer Ring Select
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Speed Calling 8
Speed Calling 30
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.) (N)

3.1 Local Exchange Service (Cont'd)

3.1.14 Business Services Basic Business Lines II (Cont'd)

B. Business Services Basic Business Line II Optional Features (Cont'd)

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Repeat Dialing (Automatic Recall)
MWI- Visual

C. Business Services Basic Business Line II Rates and Charges

Business Services Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

1. Non-Recurring Charges

| Business Services Basic Business Line II | Maximum |
|---|---|
| 1 Year Rate | $100.00 |
| 2 Year Rate | $100.00 |
| 3 Year Rate | $100.00 |

(N)



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(N)

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.1 Local Exchange Service (Cont'd)

3.1.14 Business Services Basic Business Lines II (Cont'd)

C. Business Services Basic Business Line II Rates and Charges (Cont'd)

1. Non-Recurring Charges (continued)

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Distinctive Ringing w/ Call Waiting Tone | $15.00 |
| Hot Line | $15.00 |
| Circular Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Touchtone | $ 5.00 |

2. Monthly Recurring Charges

| Business Services Basic Business Line II | Maximum |
|---|---|
| 1 Year Rate | $65.00 |
| 2 Year Rate | $65.00 |
| 3 Year Rate | $60.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.1 Local Exchange Service (Cont'd)

3.1.14 Business Services Basic Business Lines II (Cont'd)

C. Business Services Basic Business Line II Rates and Charges (Cont'd)

2. Monthly Recurring Charges

| Features | Maximum |
|---|---|
| Anonymous Call Rejection | $15.00 |
| Call Forward No Answer Ring Select | $15.00 |
| Call Forwarding of Call Waiting Calls | $15.00 |
| Call Waiting w/ Cancel Call Waiting | $15.00 |
| Distinctive Ringing w/Call Waiting Tone | $10.00 |
| Automatic Line | $10.00 |
| Circular Hunting | $20.00 |
| Automatic Call Back | $15.00 |
| SimRing | $25.00 |
| Remote Access to Call Forwarding | $15.00 |
| Repeat Dialing (Automatic Recall) | $15.00 |
| Selective Call Acceptance | $15.00 |
| Selective Call Forwarding | $15.00 |
| Selective Call Rejection | $15.00 |
| Speed Calling – 30 Numbers | $15.00 |
| Speed Calling – 8 Numbers | $15.00 |
| Touchtone | $ 5.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.2 Foreign Exchange Service* (C)

Foreign Exchange Service provides local dial tone from a central office which is outside (foreign to) the subscriber's exchange area.

| | Maximum |
|---|---|
| Nonrecurring Charges | |
| For Each Line or Trunk | $100.00 |
| For Each High Capacity Trunk | $900.00 |
| Monthly Recurring Charges | |
| Per Line or Trunk (0-30 Miles) | $ 90.00 |
| Per Line or Trunk (30+ Miles) | $150.00 |
| Per High Capacity Trunk | ICB |

3.3 Expansion Line Service* (C)

Market Expansion Line Service provides a software-defined path to the circuit-switched network.

| | Maximum |
|---|---|
| Nonrecurring Charges | |
| Market Expansion Line | $ 50.00 |
| Monthly Recurring Charges | |
| Market Expansion Line | $ 35.00 |
| Market Expansion Line, per minute | $ 0.15 |

* As of October 28, 2005, these services will no longer available to current customers. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service

3.4.1 Definitions

Abbreviated Dialing - Allows Centrex station users to dial fewer digits to reach other station users in a designated business group.

Busy Override - Allows a Centrex station user to interrupt another station that has a call in progress. Parties already on the line will hear a tone and then the outside party will join the call.

Call Forwarding Busy - Automatically routes incoming calls to a designated point when the called line is busy.

Call Forwarding No Answer - Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forwarding Variable - Automatically routes incoming calls to a designated answering point regardless of whether the called Centrex station is idle or busy.

Call Hold - Allows the Centrex station user to hold a call for any length of time provided that neither party goes off-hook.

Call Park - Allows a Centrex station user to "park" a call at the Centrex station and "unpark" the call from any Centrex station in a Centrex group.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.1 Definitions (Cont'd)

Call Pickup - Allows a Centrex station user to answer incoming calls to another Centrex station within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where pre-designated groups can pickup each others calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Transfer - Allows a Centrex station user to transfer any call to another telephone number and then be free to accept another call.

Call Waiting - Notifies the Centrex station use with tone to indicate that another call is incoming. The second call can either be answered by flashing the switch hook or hanging up the phone and being rung back by the caller.

Call Waiting Cancel - Allows a Centrex station user to cancel the Call Waiting feature on a per call basis by dialing a specific two-digit code.

Caller ID - Identifies the 10-digit number of the calling party on the Centrex station handset.

Caller ID Blocking - This feature automatically blocks the telephone number for calls originating on the Centrex system. The Centrex station user can selectively unblock calls on a per call basis by dialing a two-digit code before dialing.

Digital Centrex - a Centrex line that utilizes digital transmission instead of analog transmission. Digital Centrex features and services are only offered and available on proprietary Northern Telecom telephone equipment.

Direct Inward Dialing (DID) - A service attribute that routes incoming calls directly to a Centrex station, bypassing a central answering point.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Services (Cont'd)

3.4.1 Definitions (Cont'd)

Direct Outward Dialing (DOD) - Allows a Centrex station to gain access to the public network without attendant assistance.

Directed Call Pickup - see Call Pickup

Distinctive Ringing - Creates different ring patterns to help distinguish where the call originated. Two distinct rings are heard, one for internal, within the Centrex group, versus another for external calls.

Hot Line - This feature automatically connects a Centrex station user to a pre-designated number when the user picks up station handset.

Hunting - Routes a call to an idle Centrex station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

Last Number Redial - Allows a Centrex station user to redial the previous number dialed with a few keystrokes.

Multiple Appearance Directory Number (MADN) - A directory number that is assigned to more than one business set that can be arranged in either a single-call arrangement (SCA) or a multiple-call arrangement (MCA). SCA allows only one set in the MADN group to originate or terminate a call on the MADN at one time; MCA allows any number of the sets in the MADN group to be active on the MADN simultaneously.



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3.4 Centrex Service (Cont'd)

3.4.1 Definitions (Cont'd)

Message Light Indicator - This feature provides an indication to a Centrex station user that a message is waiting. Indications may be visual (lamp) or audible (stuttered dial tone).

Music On Hold - Allows callers to hear music when placed on Call Hold at a Centrex station. The Company will be the source of the music and does not allow for customer preference.

Night Service - Allows Centrex station users to forward after business hours calls to a pre-designated telephone number.

Remote Access to Call Forwarding - Allows a remote caller access to the features of the Centrex system by dialing a facility number and an access code to activate, change or deactivate the call forwarding service from any location.

Service Restrictions - Allows a Centrex station user to specify access to 900/976 numbers, provide for internal calling only, restrict toll access or international, and/or LIDB restrictions.

Six-Way Conferencing - Allows a Centrex station user to sequentially conference five other people on a single call.

Speed Call Long List - Provides a Centrex station user with the option to call selected directory numbers by dialing a one or two-digit code.

Stutter Dial Tone - Allows Centrex users with voicemail to hear a special dialtone when a message has been recorded in the voicemail box.

Three-Way Calling - Allows a Centrex station user to conference two other callers at one time.

Uniform Call Distribution - Directs incoming calls evenly to a designated group of Centrex Station users.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.2 Centrex is a business telephone system that is offered from the local Company central office. Centrex is a service that delivers a set of PBX-like features to individual desks with all lines linked in the Central Office to provide internal communications as well as access to the Public Switched Telephone Network (PSTN). Centrex Customers will be charged a Non-Recurring Charge, a Monthly Recurring Charge and Usage charges as specified in Section 3.4.4 of this Tariff, as well as all applicable Federal, State and Local Taxes and Surcharges.

Centrex includes the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call

Blocking Restrictions - Centrex service comes standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

| | |
|---|---|
| Option A | No blocking |
| Option B | Block 976-like, 500, 976, 900 area codes |
| Option C | Block 976-like, 500, 976, 900, 01, 011 codes |
| Option D | Block 976-like, 500, 976, 900, 01, 011, DA |
| Option E | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International |
| Option F | Block 976-like, 500, 976, 900, 01, 011, DA, InterLATA, International, IntraLATA |
| Option G | Block 976-like, 500, 976, 900, 0+ |
| Option H | Block 976-like, 500, 976, 900, 0 |
| Option J | Block all |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.3 Centrex Product Features

The list below indicates which features will be included in the Centrex offering and whether they will be Standard or Optional features. Customer can select Standard Features at no additional cost over and above the Centrex line Monthly Recurring Charge and Non-Recurring Charges. Additional Monthly Recurring Charges and Non-Recurring Charges incurred for all Optional features are listed in Section 3.4.3 of this Tariff.

Standard Centrex Features
Touchtone
Blocking Restrictions- Centrex comes standard with all 976/976-like, 500 and 900 area codes blocked. Additional Blocking options are available upon request.
White Pages and Yellow Pages Directory Listing
911 Access
Caller ID Blocking - Per Call
Itemized Usage Billing by Extension
Station to Station Dialing

(M)

Executive Busy Override
Executive Busy Override Exempt
Call Forward Busy
Call Forward Don't Answer
Call Forward- Variable
Call Forwarding of Call Waiting Calls
Call Hold

*Some information on this page was moved to Page 116.*

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.3 Centrex Product Features (Cont'd)

Standard Centrex Features
Call Waiting Display of Caller ID
Call Pickup
Call Transfer
Call Waiting with Cancel Call Waiting
Caller ID- Number Only
Caller ID per Line Blocking
Conference Calling – Meet Me
Direct Inward/Direct Outward Dialing
Directed Call Pickup
Hunting
Intercept
Ring Again
Speed Calling 8
Speed Calling 30
Three Way Calling
Touch-Tone

Optional Analog Features
Assume Dial "9"
Call Park
Caller ID Name and Number
Automatic Line
Remote Access to Call Forwarding
Simultaneous Ring (SimRing)
Digital Facility Interface (IXC T-1 Access)
Automatic Route Selection-Basic (ARS- Basic)
Anonymous Call Rejection (N)
Automatic Call Back
Repeat Dialing (Automatic Recall)
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.3 Centrex Product Features (Cont'd)

Electronic Business Set Standard Features
Auto Answer Back
Automatic Line
Fast Transfer
Group Intercom
Primary Directory Number
Privacy Release
Business Set Automatic Dial (N)
Business Set Display
Display Called Number
Display Calling Number
Key Short Hunt
Query Time and Date (N)
Multiple Appearance of Directory Number (Single or Multi) (M / T)

Electronic Business Set Optional Features
Electronic Set Interface per PDN

Due to the scheduling of Network Turn Up and testing of Electronic Business Set features in all Company Switches, features listed below may not be available at time of Service Activation.

Auto Answer Back
Fast Transfer
Group Intercom
Privacy Release
Electronic Set Interface per PDN

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.4 Centrex Rates and Charges

Centrex Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

| Monthly Recurring Charge | Maximum | |
|---|---|---|
| 1 Year Term | | |
| 10-24 Centrex Lines | $75.00 | |
| 25-72 Centrex Lines | $75.00 | (T) |
| 73-96 Centrex Lines | $75.00 | |
| 97 + Centrex Lines | $75.00 | (T) |
| 2 Year Term | | |
| 10-24 Centrex Lines | $70.00 | (T) |
| 25-72 Centrex Lines | $70.00 | |
| 73-96 Centrex Lines | $70.00 | (T) |
| 97 + Centrex Lines | $70.00 | |
| 3 Year Term | | |
| 10-24 Centrex Lines | $70.00 | (T) |
| 25-72 Centrex Lines | $70.00 | |
| 73-96 Centrex Lines | $70.00 | (T) |
| 97 + Centrex Lines | $70.00 | |
| Non-Recurring Charges | $70.00 | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.4 Centrex Service (Cont'd)

3.4.4 Centrex Rates and Charges, (Cont'd.)

| Optional Features | Maximum MRC | Maximum NRC | |
|---|---|---|---|
| Primary Appearance of Software No. | $5.00 | $10.00 | |
| Secondary Appearance of Software No. | $10.00 | | (D) |
| Add-On Module Interface, per module | $5.00 | $10.00 | |
| Direct Station Selection /Busy Lamp Field | $15.00 | $180.00 | |
| Assume Dial "9" | $7.00 | $10.00 | |
| Call Park | $5.00 | $10.00 | |
| Caller ID Name and Number | $7.00 | | (D) |
| Automatic Line (Hot Line) | $10.00 | $70.00 | |
| Remote Access to Call Forwarding | $12.00 | | (D) |
| Simultaneous Ring (SimRing) | $6.00 | | |
| Digital Interface Facility (IXC T-1 Access) | | $180.00 | |
| ARS-Basic (NPA Screening Only) | | $250.00 | |
| Electronic Set Interface per PDN | $0.00 | $10.00 | (R) |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) is furnished for the digital transmission of information at 64Kbps between the Company's serving wire center and ISDN-compatible terminal equipment located at the customer's premises or other service point. The service consists of a minimum of 23 B (bearer channels) and 1 D (data channel) to provide the Customer with the capabilities of simultaneous access transmission and switching of voice and data services over channelized transport. In addition, ISDN PRI provides the customer with service capabilities and features described in this tariff.

3.5.1 Conditions: This service is offered subject to the following conditions:

A. PRI is only available from a serving central office (CO) equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.

B. ISDN compatible terminal equipment is required for operation. It is customer's responsibility to power and obtain such equipment.

C. PRI service does not preclude customer from originating or receiving circuit-switched voice calls from inside or outside either their serving CO or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving CO.

D. PRI service does not provide for the transmission of packet data.

E. Local and long distance usage is not included in the Monthly Recurring Charge (MRC) or Non-recurring Charge (NRC) and is billed at the applicable tariffed rates.

F. All PRI Service must have at least one 23 B, plus 1 D PRI arrangement for signaling and control functions. A 23 B plus Back-up D PRI arrangement is required whenever more than 47 B Channels are controlled by a single D channel.

G. Each PRI is equipped with one telephone number. For Direct Inward Dial (DID) service, additional telephone numbers may be ordered in blocks of 20 or 100 depending on customer location.

H. Clear Channel is available when all Carrier Equipment and customer equipment signaling is set to B8ZS. (See Service Components for definition.)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.2 Service Components: The following Service Components are included in the MRC when ordering ISDN PRI:

A. Primary Rate Access Line: Provides a four-wire access loop from the customer premise to the serving CO. The transmission via this loop supports Clear Channel Capability.

B. Primary Rate Interface: Provides the multiplexing to support up to 23 B Channels at 64 Kbps and 1 D Channel for signaling at 64 Kbps. With Non-Facilities Associated Signaling, the primary rate interface can provide up to 24 B Channels at 64 Kbps.

C. Primary Rate Channels: Provides unlimited usage of the channel that will transport voice or data up to 64 Kbps over any B Channel.

1, Voice Calls may be completed to both ISDN and non-ISDN lines.

2. Data Transmission on the B Channels will be circuit-switched at 64 Kbps within the switch and between compatible CO's. ISDN interconnection to non-ISDN equipped CO's may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

3. B Channels can be allocated for specific services, such as DID, Direct Outward Dialing (DOD), Two-Way Trunk, Dedicated Inbound and Outbound Long Distance, or customer can optionally configure channels to access multiple services on a per-call basis.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.3 Primary Rate Channel Configurations: Customers may order any one of the following three service configurations when ordering ISDN. However, the first PRI Access Line purchased must be the Standard Channel Configuration. A customer requiring additional ISDN PRI Access Lines may choose the 24 B channels with Non Facilities Associated Signaling or 23B with a Backup D Channel configuration.

1. Standard Channel Configuration - Provides 23 B Channels at 64 Kbps and 1 primary D Channel at 64 Kbps. The B channels carry digitized customer traffic, voice and/or data. The primary D Channel is out of band signaling used to control and route all B Channel traffic on a single ISDN PRI service arrangement.

2. Full Channel Configuration - Provides additional 24 B Channels at 64 Kbps. Only available in conjunction with a Standard Channel Configuration.

3. Backup Channel Configuration - Provides additional 23 B Channels at 64 Kbps and 1 Backup D Channel at 64 Kbps. The Backup D Channel controls and routes all the B channel traffic of a single ISDN PRI service arrangement should the primary D Channel go out of service. This option is only available in conjunction with a Standard service configuration.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.4 Standard Service Features: The following Standard Service Features are included in the MRC when ordering any one of the Primary Rate Channel Configurations, unless otherwise stated. Additional features and services are available to customer at the applicable rates found in this tariff.

A. Call-by-Call Service: Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to:

1. Access multiple services on a per-call basis. Separate facilities are not needed for individual services such as DID, DOD, dedicated inbound and outbound long distance, and dial tone lines.
2. Access the circuit-switched voice and data services to share B channels and arrange them as a single trunk group. Allows incoming and outgoing circuit-switched voice and data calls to utilize B channels on a call by call basis.
3. Allow Customer to subscribe to more services than channels. The CPE signals the local CO to which type of service to access for each call; inbound/outbound trunk or dedicated long distance service.

B. Calling Line Identification Delivery (CLID): Customer receives the originating telephone number provided the information is forwarded by caller's Local Exchange and/or Long Distance Carrier. Incoming call identification is provided via the D channel associated with the incoming calls on a B channel to a PBX.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.4 Standard Service Features (Cont'd)

C. Calling Line Identification Delivery Blocking - Customer's telephone number(s) will not be forwarded to the called party.

D. Clear Channel Capability - Clear Channel is only available where technically feasible. The B Channels on ISDN PRI are clear. All signaling and control functions are handled by the D Channel allowing 64Kbps on each channel to be used for customer information.

E. Non-Facility Control Signaling (NFAS) - Provides capability for a single D Channel to provide signaling and control for one or more ISDN PRI line, up to a maximum of five. Following the 23B+D Channel, the 24th Channel on the subsequent ISDN PRI line is made available for customer use. When purchasing more than three ISDN PRI lines, a backup D Channel is recommended.

F. D Channel Backup - Provides backup for the primary D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted.

G. Digital voice Transmission - All voice calls are transmitted using digital signaling.

H. Direct Inward Dial (DID) Signaling - Permits incoming dialed calls from the exchange network to reach a specific number served by the CPE without the assistance of an attendant. Provides call identification based on digits set to the CPE by the CO.

I. PBX Station ID Capability - Permits the station users number (calling party) to be transmitted over the ISDN PRI D channel from DID equipped CPE PBX's that use ISDN PRI. Number is provided by the originating station and must have an associated DID telephone number working in the CO.

J. Network Ring Again - Permits a calling station encountering a busy to notify the CO switch to signal the calling station when the called station becomes idle. The calling station then notifies the switch to complete the call. Enables the customer to complete calls to a busy station without continuous redialing. Certain equipment restrictions may apply.

K. Message Waiting Indication - Allows Utility network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement. Requires suitably equipped ISDN switching and terminal equipment.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.5 Optional Service Features:

2B Channel Transfer - 2B Channel Transfer allows for the transfer of calls, the B Channels are released immediately after a call is transferred, freeing up the B channels for additional call traffic. In a traditional PBX trunk environment, the two channels would be tied up for the duration of the call.

Calling Name Delivery - Delivers the name along with the number from the TCAP network database of the calling party. A private or unavailable indication will appear when the name is not available to the called customer.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.5 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

3.5.6 Application of Rates - Customers will be charged for each ISDN PRI configuration ordered at the rates set forth below. ISDN PRI service is available in a month to month or 1, 2, 3 or 5 Year Term Plan. Rates vary depending on Term Plan. The Service Components and Standard Service Features Listed above are included in the MRC. Local and long Distance usage is not included in the MRC and billed at the applicable tariffed rates.

| A. ISDN PRI Non-Recurring Charge (NRC): | Maximum |
|---|---|
| Month to Month | $2,000 |
| 1 Year Term | $1,500 |
| 2 Year Term | $1,500 |
| 3 Year Term | $1,500 |
| 5 Year Term | $1,500 |
| 2B Channel Transfer, per PRI Span | $200 |
| Calling Name Delivery, per PRI Span | $200 |

| B. ISDN PRI Monthly Recurring Charges (MRC): | Maximum |
|---|---|
| Month to Month | $2,000 |
| 1 Year Term | $1,500 |
| 2 Year Term | $1,400 |
| 3 Year Term | $1,200 |
| 5 Year Term | $1,100 |
| 2B Channel Transfer, per PRI Span | $150 |
| Calling Name Delivery, per PRI Span | $150 |

| C. ISDN PRI Change Charge | Maximum |
|---|---|
| | $100 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.6 Inbound PRI

Inbound PRI is a high inbound only Primary Rate Interface ISDN service. This service is available to Internet Service Providers and Information Service Providers. Inbound PRI is a DS-1 level service that provides trunk-side access from a customer's premise to the local XO central office. Service will be delivered to the customer premise on a digital basis only. The customer may elect to convert the digital signal to analog using customer provided channel banks at their own discretion, but XO will not provide this as part of the service. (T)

Inbound PRI is a dedicated inbound-only service that cannot be used to originate or terminate domestic long distance switched calls and is designed to support high inbound call volumes. Rates are offered under two pricing plans described in Section 3.5.A.1 below. Pricing is based on whether the Customer service location is On-Net or Off-Net. For purposes of this offering, On-Net service shall mean service to the Customer service location is provided entirely by XO over its own fiber or wireless facilities, or when Customer is collocated with XO. Off-Net service shall mean service to the Customer service location is not provided entirely by XO over its own fiber or wireless facilities. Instead, service to the Customer service location is provided through the use, purchase or lease of the facilities of another local access provider other than XO, including the use of unbundled network elements or Type II facilities. A minimum one-year term commitment is required with this service offering.

Customer and XO, agree that in the event of a decision by a regulatory authority at the federal, state or local level, including but not limited to the approval of a new ILEC interconnection arrangement, which alters XO's ability to offer the current contract rate, upon 30 days written notification to Customer, XO may migrate the Customer to the Off-Net Price Plan for remainder of Customer's term commitment. If XO chooses to migrate customer to an Off-Net Price Plan for the remainder of Customer's term commitment, Customer may cancel service without penalty upon 30 days written notice to XO after receipt of the XO migration notice.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.6 Inbound PRI (Cont'd)

3.6.1 Rates

With each Monthly Recurring Charge (MRC) Customer is provided with only one number for one rate center. Customer can receive up to two rate centers at no additional MRC. Rate centers are ILEC defined rate centers in each state. Additional rate centers, but no more than five, can be purchased for a MRC, per rate center at the price listed below. Additional blocks of twenty (20) DID numbers will be available at a MRC rate listed below.

| | | Maximum MRC |
|---|---|---|
| Per Rate Center | | $100.00 |
| Additional DID Blocks | $50.00 | |

Price Plan Option #2 (available to Off-Net Customers

| | 1 Year | Maximum 2 Years | 3 Years |
|---|---|---|---|
| Monthly Recurring Charge | $4,000.00 | $4,000.00 | $4,000.00 |
| Non-Recurring Charge | $2,000.00 | $2,000.00 | $2,000.00 |

Price Plan Option #3 (available to On-Net Customers

| | 1 Year | Maximum 2 Years | 3 Years |
|---|---|---|---|
| Monthly Recurring Charge | $1,000.00 | $1,000.00 | $1,000.00 |
| Non-Recurring Charge | $1,000.00 | $1,000.00 | $1,000.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.6 Inbound PRI (Cont'd)

3.6.2 Discount Schedule

Customers are eligible for discounts based on revenue levels as shown below. The monthly revenue level is Customer's total monthly telecommunications expenses provided to Company for all services excluding taxes and surcharges, non-recurring charges, some hosting services and equipment and DIA usage. The discount will be applied monthly in the form of a credit off the bottom line of the Customer's bill. The amount of the discount may vary month to month.

Discount Schedule based on monthly usage:

| Monthly Usage Level | Discount Percentage |
|---|---|
| $0 – 5,000 | 0% |
| $5,000.01 – 25,000 | 10% |
| $25,000.01 – 100,000 | 15% |
| $100,000.01 – 300,000 | 20% |
| $300,000.01+ | 25% |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.7 COCOT (Payphone) Line Service

COCOT lines support the provisioning of voice grade service for payphone service providers in the Company's service territory.

| | | Maximum |
|---|---|---|
| 3.7.1 | Rates and Charges | |
| A. | Non-recurring, per each line or trunk | $ 90.00 |
| B. | Monthly Recurring Charge | $ 65.00 |

3.7.2 Public Pay Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all interstate, intrastate and international calls that originate from any domestic pay telephone used to access the Company's services. 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 re-originated 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.

| | Maximum |
|---|---|
| Rate per Call | $0.30 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.8 Reserved for Future Use (D) (D)

3.9 Customer Requested Telephone Numbers

A Customer may request a specific telephone number at the following rate:

| | Maximum |
|---|---|
| Nonrecurring Charge per Number Requested | $500.00 |

3.10 Directory Assistance

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer's local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

3.10.1 Each call to Directory Assistance will be charged as follows:

| | Maximum |
|---|---|
| Per call | $1.00 |

*Effective December 4, 2008, this service will only be available to current customers at their current location.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.10 Directory Assistance (Cont'd)

3.10.2 Call Completion Feature

Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for duration of the completed call as follows:

Customers placing the call from a telephone line that is subscribed to Company local service will be charged according to Customer's current company rate plan.

Customers placing a call from a telephone line that is subscribed to Company long distance service only will be charged at the rate listed below per minute for the duration of the completed call.

| | Maximum |
|---|---|
| Call Completion Feature | $1.00 |

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

3.10.3 A credit will be given for calls to Directory Assistance as follows:

* The Customer experiences poor transmission or is cut-off during the call; or

* The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of placing the call to Directory Assistance.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.11 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. Surcharges as specified in Section 3.9.1 will apply:

Third Number Billing - Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls - Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

(D)
(D)

Person to Person - Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station - Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.11 Operator Assistance (Cont'd)

3.11.1 Operator Assisted Surcharges: The following surcharges will be applied on a per call basis.

| | Maximum | |
|---|---|---|
| | Automated | Live Operator |
| Third Number Billing | $ 1.50 | $1.50 |
| Collect Calling | $ N/A | $4.00 |
| Person to Person | $ 4.75 | $4.75 |
| Station to Station | $ 2.50 | $2.50 |

(D)

3.11.2 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

A. Busy Line Verification - Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

B. Busy line Verification with Interrupt - The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

C. Rates - Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

1. The operator verifies that the line is busy with a call in progress or is available for incoming calls.

2. The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

| | Maximum |
|---|---|
| Busy Line Verification | $ 3.00 |
| Busy Line Interrupt | $ 6.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.12 Directory Listings

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 service area at no additional charge. At a Customer's option, the Company will arrange for other types of listing and additional listings and will pass onto the Customer the charges, if any, for such listings that the dominant Local Exchange Carrier charges Company. Listings will be non-published at the specific request of the Customer.

3.12.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made.

3.12.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

3.12.3 Each listing must be designated Government, Business, or Residence to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.12 Directory Listings (Cont'd)

3.12.4 In order for listing to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

3.12.5 Directory listings are provided in connection with each Customer service as specified herein.

A. Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer. This listing is provided at no additional charge.

B. Additional Listings: In connection with local exchange service, additional listings are available only in the name of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 3.12.

C. Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance.

A Nonpublished Telephone Service will be furnished, at the Customer's request providing the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Nonpublished Listings are specified in Sections 3.12.5.

D. Nonlisted Numbers: A Nonlisted number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records will be given to any calling party. Rates for Nonlisted Numbers are specified in Sections 3.12.5.

E. Foreign Listings: Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific exchange carrier providing the Foreign Listings.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.12 Directory Listings (Cont'd)

3.12.5. Cont'd

F. Alternate Call Listings: Where available, this feature is a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

G. Reference Listing: A listing including additional telephone numbers of the same or another Customer to be called in the event there is not an answer from the Customer's telephone. Charges for reference listings are specified in Section 3.4.5.(H) and 3.4.5.(I).

H. Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

| | Maximum Per Listing or Per Number Charge |
|---|---|
| Primary Listing | N/C |
| Additional Listing | $2.10 |
| Non-Listed Number | $1.45 |
| Non-Published Number | $1.80 |

I. Non-Recurring Charges: Non-Recurring charges associated with Directory Listings are as follows:

| | Maximum Per Listing or Per Number Charge |
|---|---|
| Primary Listing | $25.00 |
| Additional Listing | $25.00 |
| Non-Listed Number | $25.00 |
| Non-Published Number | $25.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.13 Intercept and Number Referral Service

3.13.1 Intercept

Is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides the status of the telephone service. Intercept Service is available for published numbers and DIDs free of charge for the first 90 days of use. Intercept Service for published numbers in place longer than 90 days will be charged as outlined below. Intercept Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

3.13.2 Number Referral Service

Is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides callers with the new number. Number Referral Service is available for published numbers free of charge for the first 90 days of use. Number Referral Service for published numbers in place longer than 90 days will be charged as outlined below. Number Referral Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

| Duration | Maximum Non-recurring Charge |
|---|---|
| 1 month: | $20.00 |
| 2 months: | $40.00 |
| 3 months: | $60.00 |
| 6 months: | $90.00 |
| 9 months: | $110.00 |
| 12 months: | $130.00 |

3.14 Emergency Telephone Services (T)

3.14.1 Enhanced 911 (T)

Allows telephone user's to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the telephone user's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point ("PSAP"). E911 charges are assessed on each access line. (T)

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4. (T)



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Reserved for Future Use (M)(D)

(D)

(D)

(N)

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.14 Emergency Telephone Services (Cont'd) (T)

3.14.2 Private Switch / Automatic Location Identification (PS/ALI)- PS/ALI is an Enhanced 911 (E911) service offering which allows a private telephone switch, Private Branch Exchange (PBX), or other telephone service switch located on the customer premises to send Automatic Number Identification (ANI) information to the Enhanced 911 database, identifying the individual station line to the appropriate Public Service Answering Point (PSAP). PS/ALI is also available via Centrex and ISDN-PRI. (T) (T) (T)

The PS/ALI service is only available to multi-tenant customers and to customers in a campus environment. (T) (T)

The PS/ALI system enables the Customer to interface with a third party vendor's (Vendor), software, which updates an E911 database. Through the interface, the customer is able to enter and update the specific address and location of each extension or station. Communication between the Customer's computer system running PS/ALI and the Vendor is initiated by the Customer and occurs through the Internet. (T)

3.14.2.1 Restrictions: (T)

Customer must sign a minimum one (1) year term contract.
The PS/ALI customer must subscribe to Company's local voice service for which they are requesting a PS/ALI license. (T)
PS/ALI is not sold as a stand-alone product. Should the Customer terminate local voice service, PS/ALI shall also be terminated.
The Customer shall be subject to early termination penalties. (T)

(D)

(D)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.14 Emergency Telephone Services (Cont'd) (T)

3.14.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd) (T)

3.14.2.2 Pricing - Prices below do not include Federal, State or Local Taxes or Surcharges. Customer's initial load file included in installation charge. (T)

| | NRC (Installation) | Maximum MRC | |
|---|---|---|---|
| Up to 1,000 station records per Customer. | $4,375.00 | $200.00 per 1,000 records (or fraction thereof) | (R) |
| 1,001- 4,000 station records per Customer | $4,700.00 | $175.00 per 1,000 records (or fraction thereof) | (R) |
| 4,001 or more station records per Customer | $5,400.00 | $150.00 per 1,000 records (or fraction thereof) | (R) |
| License fee for each additional load file. | $600.00 | | (R) |

3.14.2.3 Requirements (N)

1. The Customer must indicate in writing that the Customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.

2. Service availability is dependent upon the availability of facilities and the type and configuration of the 911 system in place for the service area.

3. The Customer must provide a single point of contact and written documentation to the Company stating that the Customer or its affected PSAPs will:

   - Accept and dispatch calls for those PBX stations,
   - Assign appropriate Emergency Service Numbers, and
   - Provide any Master Street Address Guide additions or modifications that are required.

4. Customer will provide full ten-digit ANI for every station or extension within the private switch. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.14 Emergency Telephone Services (Cont'd) (N)

3.14.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

3.14.2.3 Requirements (Cont'd)

5. PBX ANI multifrequency signaling must conform to the Company's and Company's Vendor's specifications for Private Switch/Automatic Location Identification Service Network Interface Specification.

6. Customer will create, maintain and forward to the Vendor, current telephone number and address data in the format specified by the Vendor at the time intervals mutually agreed upon by the Vendor and the Customer.

7. The Customer is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber premises, the subscriber needs to download a new record with this information).

8. Private Switch/Automatic Location Identification Service does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The Customer has the responsibility for reporting all errors, defects and malfunctions to the Company.

9. This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the Customer contracting for Private Switch/Automatic Location Identification Service. The provision of Private Switch/Automatic Location Identification Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.

10. The Customer must supply the Company's Vendor with the initial telephone number-to-address data as well as periodic updates. The PBX must utilize Direct Inward Dial (DID) numbers.

11. The Customer will configure any private switch which it owns or operates so that it connects to at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the private switch. Each system must maintain a P.01 Grade of Service or better for 911 call processing.

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.14 Emergency Telephone Services (Cont'd)

3.14.2 Private Switch / Automatic Location Identification (PS/ALI) (Cont'd)

3.14.2.3 Requirements (Cont'd)

12. The Customer will develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for any use other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.

13. The Customer shall use the required computer hardware and software provided by the Vendor for ongoing customer record update programs and processes.

14. The Company's liability in furnishing this service is further set forth in Section 2.1.4 of this tariff. Each Customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, or 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, location or use of Private Switch/Automatic Location Identification Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using Private Switch/Automatic Location Identification Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

(N)



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(N)

3.14 Emergency Telephone Services (Cont'd)

3.14.3 Emergency Systems Service

Emergency Systems Service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.

This service is furnished for receipt of incoming calls only. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.

3.14.3.1 Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4.

Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls, and for receiving emergency calls relayed by the operator. (N)

3.15 Reserved for Future Use (M)

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.16 Telecommunications Relay Service

Telecommunications Relay Service enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices to communicate freely with the hearing population for using the text telephone and vice versa. The Company does not impose any charge to end users for access to Telecommunications Relay Service. However, persons using this Service are liable for applicable per call/increment charges.

3.17 Presubscription

Provides Customers with the ability to have message toll or long distance calls routed directly to their carrier of choice without the dialing of any additional digits. Customers may select separate carriers for intraLATA and interLATA calls.

3.18 Individual Case Basis (ICB) Arrangements

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such service in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis and will be filed with the Arizona Corporation Commission.

3.19 Arizona Universal Service Fund (AUSF)

The surcharge set forth below relates to funding the AUSF and is in addition to the rates and charges for local service as set forth in this tariff.

| | | |
|---|---|---|
| AUSF surcharge applied to each access line on a monthly basis | $0.006942 | (R) |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.20 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

| Format | Rate Per Invoice - Maximum |
|---|---|
| Electronic | $20.00 |
| CSV/CD of CDR | $50.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.21 Volume Discount Plans

The discount matrix below applies to the following:

Business Lines
Enhanced Business Lines
Analog & Digital Trunks
Centrex Lines & Trunks

| No. of Lines | 1-Year | 3-Year | 5-Year |
|---|---|---|---|
| 100-249 | up to 5% | up to 10% | up to 15% |
| 250-499 | up to 7% | up to 12% | up to 17% |
| 500-749 | up to 10% | up to 15% | up to 20% |
| 750-999 | up to 15% | up to 20% | up to 25% |
| 1000+ | up to 20% | up to 25% | up to 30% |

The discount matrix below applies to the following:

PRI

| No. of Lines | 1-Year | 3-Year | 5-Year |
|---|---|---|---|
| 5-10 | up to 5% | up to 10% | up to 15% |
| 11-20 | up to 7% | up to 12% | up to 17% |
| 21-35 | up to 10% | up to 15% | up to 20% |
| 36-50 | up to 15% | up to 20% | up to 25% |
| 51-100 | up to 20% | up to 25% | up to 30% |
| 101+ | up to 25% | up to 30% | up to 35% |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.22 Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and time of the offerings and the locations where the offerings are made.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.23 XO Premium Integrated Access Service* (C)

XO Premium Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customer's premises. Service can also be provided via ISDN PRI. When ordering service via DS-1, the Customer must purchase a minimum of six (6) local exchange lines or trunks and utilize a total of at least fourteen (14) voice & data channels. The Customer must also enter into a one (1), two (2) or three (3) year service order agreement. Usage for all services is not included in the following rates. The Non-Recurring and Monthly Recurring charges are specified below. MRC's listed below are for one (1) year term contracts, two and three year contracts receive an additional 5% and 10% discount, respectively.

3.23.1 Standard & Optional Features

XO Premium Integrated Access Service Customers using Basic Business Lines will receive Touchtone as a Standard feature and may request the following optional features at no additional charge: Call Forward Variable, Call Forward Busy, Call Forward No Answer, Speed Calling, Call Waiting , and 3 Way Calling.

3.23.2 Non-Recurring Charges

For initial installation of XO Premium Integrated Access Service over a single DS-1 or ISDN PRI, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in 3.1 will apply. An additional Service Order charge will apply for Features added subsequent to the initial service order.

| | Maximum |
|---|---|
| Single DS1 or ISDN PRI: | $4,000.00 |
| Capacity Exceeding DS1or IDSN PRI: | ICB |
| Service Order Charge: | $300.00 |

* As of December 31, 2006, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.23 XO Premium Integrated Access Service, (Cont'd.)

3.23.3 Monthly Recurring Charges

| | Maximum |
|---|---|
| ISDN-PRI (per line): | $1,000.00 |
| Basic Business Line | $100.00 |
| | |
| Trunks: Per Channel | |
| Basic Analog Trunk: | |
| In Only | $100.00 |
| Out Only | $100.00 |
| Two Way | $100.00 |
| Advanced Analog Trunk | |
| In-Only w/DID: | $100.00 |
| Basic Digital Trunk: | $100.00 |
| Facility charge: | $500.00 |
| Advanced Digital Trunk: | |
| In-only w/DID | $100.00 |
| Two-way w/DID | $100.00 |
| Facility charge: | $500.00 |

3.23.4 Usage Charges

Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Message Toll Services Tariff No. 3. Interstate and International service is provided pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate and international use.

Local Usage is included in the flat monthly charge for XO Integrated Access Service.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.23 XO Premium Integrated Access Service, (Cont'd.)

3.23.5 Enhanced Integrated Feature

XO Premium Integrated Access Service Customer's can order the Enhanced Integrated Feature, as an option, at the monthly recurring rate below.

Maximum
$25.00

A. Enhanced Features: The following features are included in the Enhanced Integrated Feature Package:

Abbreviated Dialing (3 or 4 digit) **(D)**
Call Hold **(D)**
Call Pickup
Call Transfer

All other features are available at the tariff rate.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services

Commercial Private Line Service (CPL) is an IntraLATA service that provides a dedicated digital transmission path between two customer-designated premises for data applications. Where dedicated CPL is available, the service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) for transmission of isochroous serial digital data at a rate of 1.544 Mbps; or, DS3 (44.436 Mbps) for transmission of isochroous serial digital data at a bit rate of 44.436 Mbps.

The facilities to the customer designated premises may be entirely On-Net, Off-Net or a combination thereof. Customers may commit to one, two or three year service terms. The minimum services period for CPL is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

3.24.1 Terms and Conditions

A. The customer or customer's authorized agent is responsible for the procurement of associated customer premise equipment (CPE) and will ensure compatibility with the transmission facility used on both ends of the CPL service.

B. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign CPL service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should CPL service fail due to inside wiring (including riser cable) not owned by the Company, CPE, or power failure, the responsibility for failure shall be solely that of the customer and the Company shall have no liability of any kind.

C. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of CPL service.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.1 Terms and Conditions (Cont'd)

D. If a CPL service interruption, disconnection, error, performance failure, or some out-of-service condition occurs which is caused by the failure of any component furnished by the Company under this price list, the Company may apply a credit as specified herein.

E. The customer must give 30 days written notice of termination. Early termination charges will apply if a service is terminated in whole or in part by the customer, or is terminated for cause by the Company.

F. If a customer terminates service prior to the installation date, customer shall pay termination charges including but not limited to: all engineering, planning, preparation, materials, supplies, placement, facilities, acquisition, transportation, installation, construction, and labor costs and charges incurred by the Company.

1. If a customer terminates service after the date of installation but prior to the expiration of the contract, termination charges will apply as specified in he Cancellation of Service set forth in Section 2.7.
2. The Company and any customer who agrees to accept service will enter into a written agreement which terms and conditions will be consistent with this Tariff.

G. Order Cancellation

1. When an application or request for service is canceled in whole or in part before service is established, the customer is required, on demand, to reimburse the Company for all expenses incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received. Such charges are not to exceed the installation, construction and termination charges otherwise applicable if the service had been established.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.2 General Availability

The furnishing of CPL service under this tariff is subject to the availability on a continuing basis of all facilities necessary to provide the service. Services will be provided using the Company's fiber optic and other facilities as well as facilities the Company may obtain from other carriers.

3.24.3 Protection of the Network

A. The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer premises, for CPL service. This includes Company-provided facilities or other companies' facilities used in connection with the provision of CPL capabilities, such as customer-provided equipment.

B. The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.

C. Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.4 Indemnification

A. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this Tariff. Indemnification shall include, but is not limited to, costs and attorney's fees.

B. Customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire not owned by the Company, CPE or customer's communications result in any claim or legal action brought by nonparty, customer shall indemnify and hold the Company harmless.

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.5 CPL Rates and Charges

Rates and charges for CPL service consider the location of customer designated premises in relation to the Company's network. A CPL customer will be charged applicable Non-Recurring Charges and Monthly Recurring Charges for the rate categories specified in sections 3.24.5.2 and 3.24.5.3, respectively.

A. Rate Categories

Two rate categories apply to each CPL service offering: Channel Terminations and Mileage.

1. The Channel Termination rate category provides for the dedicated digital transmission path between two customer designated premises. One Channel Termination charge applies per customer designated premises at which the channel is terminated. A Channel Termination charge applies when the customer designated premises and the serving wire center are collocated in the same building.

2. The Mileage rate category provides for the dedicated digital transmission facilities path between the customer serving wire centers associated with two customer-designated premises. Two rates apply for the Mileage rate category, a flat rate per circuit and a per-mile rate. The Mileage rate element will be rounded up to the next mile for any fraction of a mile. If both locations of Customer's designated premises are within the same central office, Mileage charges will not apply. Mileage is measured by airline miles using the V and H Coordinates Method, as set forth in the National Exchange Carrier Association Tariff F.C.C. No. 4.

## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.5 CPL Rates and Charges (Cont'd)

B. Rate Application

The following chart designates the applicable Rate Elements based on the location of the Customer designated Premises.

Locations of Customer Designated Premises

| | Rate Elements | |
|---|---|---|
| On-Net to On-Net [1] | 1. | Channel Termination charge; plus applicable Mileage Charges |
| On-Net to Off-Net | 2. | Channel Termination charges; plus applicable Mileage Charges |
| Off-Net to Off-Net [2] | 3. | Channel Termination charges; plus applicable Mileage Charges |

1 Customers that utilize CPL in combination with or for the provisioning of other XO Services, including but not limited to Dedicated Internet Access (DIA) Service and Dedicated Long Distance (DLD) Service, shall be charged rates for On-Net to On-Net.

2 Off-Net to Off-Net CPL Service is only available to Customers who subscribe to XO local and intraLATA and/or interLATA services.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.5 CPL Rates and Charges (Cont'd)

C. DS-1 Rates

1. Channel Termination

| | MRC | MAXIMUM NRC |
|---|---|---|
| 1 year | $200.00 | $500.00 |
| 2 year | $200.00 | $500.00 |
| 3 year | $150.00 | $500.00 |

2. Mileage:

| | Maximum Monthly Recurring Charges | | |
|---|---|---|---|
| 0 Miles | 1 Year | 2 Year | 3Year |
| Fixed | 00.00 | 0.00 | 0.00 |
| Per Mile | 00.00 | 0.00 | 0.00 |
| Over 0 Miles | | | |
| Fixed | $100.00 | $100.00 | $100.00 |
| Per Mile | $ 30.00 | $ 30.00 | $30.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.24 Commercial Private Line Services (Cont'd)

3.24.5 CPL Rates and Charges (Cont'd)

D. DS-3 Rates

1. Channel Termination

| | MRC | MAXIMUM NRC |
|---|---|---|
| 1 year | $2,000.00 | $500.00 |
| 2 year | $2,000.00 | $500.00 |
| 3 year | $1,500.00 | $500.00 |

2. Mileage:

| | Maximum Monthly Recurring Charges | | |
|---|---|---|---|
| 0 Miles | 1 Year | 2 Year | 3Year |
| Fixed | 00.00 | 0.00 | 0.00 |
| Per Mile | 00.00 | 0.00 | 0.00 |
| Over 0 Miles | | | |
| Fixed | $400.00 | $400.00 | $400.00 |
| Per Mile | $ 60.00 | $ 60.00 | $60.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.25 Foreign Exchange Service (T)

Foreign Exchange Service is exchange service furnished from an exchange other than the one which normally serves the area in which the customer is located. Foreign Exchange Service is available when both the foreign rate center and the rate center in which the customer is located are served by a single switch and are supported by the same 911 selective router. (T) (T)

Foreign Exchange Service may be provided as Inbound Only, Outbound Only or Two-Way service. Foreign Exchange Service is available on the following services: Business Lines, Centrex Lines, Analog Trunks, Full Switched T1, Fractional Switched T1, ISDN-PRI and ISDN-BRI. See Section 3.1 of this Tariff for full product descriptions. (T) (T)

The local calling area that applies to Foreign Exchange Service is the same as that which regularly applies to other Company-provided local exchange access service bearing the same NPA-NXX designation. (T)

3.25.1 Restrictions

Mixing of Foreign Exchange Service lines and non- Foreign Exchange Service lines within a service arrangement such as Hunting, PBX and ISDN Trunk Groups is allowed only when non-Foreign Exchange Service lines/trunks hunt to Foreign Exchange Service lines/trunks. (T) (T)

Customer must subscribe to Foreign Exchange Service for a minimum contract period of one year. Foreign Exchange Service is and it is co-terminus with the service to which it is terminated. (T) (T)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.25 Foreign Exchange Service (Cont'd) (T)

3.25.2 Rates

The pricing listed below is in addition to the local access service rates which regularly apply for exchange access service bearing the foreign exchange NPA-NXX. In addition, Customer will receive one foreign exchange directory listing at no charge.

| Access Type | MRC | Maximum NRC |
|---|---|---|
| Foreign Exchange Business Line | $ 40.00 | $ 50.00 |
| Foreign Exchange Centrex Line | $ 40.00 | $ 50.00 |
| Foreign Exchange ISDN-BRI | $ 40.00 | $ 50.00 |
| Foreign Exchange Trunk (per DS0 channel) | $ 40.00 | $ 50.00 |
| Foreign Exchange Full Switched T1 | $900.00 | $500.00 |
| Foreign Exchange ISDN-PRI | $900.00 | $500.00 |

(T) (T)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.25.0 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or "all trunks busy" condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with ISDN PRI, Digital T-1, and all XOptions packages.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company's ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

| | Per T-1 - Maximum |
|---|---|
| Non-Recurring Charge | $650.00 |
| Monthly Recurring Charge | $ 65.00 |

3.25.1 Premises Visit and Trouble Isolation Charge

When a business customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, or has a move, add, or change request that requires a technician to be dispatched the Customer will be responsible for payment of a Technician Visit charge.

| | Maximum |
|---|---|
| Technician Visit Charge: | $300.00 per occurrence |

3.25.2 Supplemental Change Charge (N)

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

| | NON-RECURRING CHARGES | | |
|---|---|---|---|
| | Timeframe of Change Request, Maximum | | |
| Monthly Recurring Charge Range | Within 2 Business Days of Order Acceptance | On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date | Within 5 Business Days of Due Date |
| Up to $500.99 | $100.00 | $250.00 | $ 500.00 |
| $501.00 to $2,000.99 | $100.00 | $500.00 | $ 875.00 |
| $2,001.00 and Up | $100.00 | $750.00 | $1,250.00 |

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional charges may also apply as outlined in Section 2.1.7. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

The following sections will apply to customers who are served by a Central Office where the former Allegiance Telecom of Arizona, Inc. has facilities and to existing Customers of XO Arizona, Inc. as of February 6, 2005.
**Category Two - Sections 3.26 thru 3.62** **(T)**

3.26 Exchange Service Areas

Local exchange services are provided, subject to availability of facilities and equipment, in areas currently served by the following incumbent LECs:

US West Communications

3.27 Rate Groups

Charges for local services provided by the Company may be based, in part, on the Rate Group associated with the Customer's Central Office. The Rate Group is determined by the total access lines and PBX trunks in the local calling area which can be reached from each Central Office as listed in the following table:

| Rate Group | Exchange Access Lines and PBX Trunks In Local Calling Area - Upper Limit |
|---|---|
| A | Includes All Exchanges |

3.28 Local Calling Areas

Local Calling Areas and exchanges are equivalent to those specified by US West Communications in its Exchange and Network Services Tariff, Section 5.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.29 Connection Charges

3.29.1 General

Connection Charges are nonrecurring charges which may apply to the following:

(a) the installation of a new service;
(b) the transfer of an existing service to a different location;
(c) a change from one class of service to another at the same or a different location; or
(d) restoral of service after suspension or termination for nonpayment.

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

The Customer may be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

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

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

Change - The change, including rearrangement or reclassification, of existing service at the same location.

3.29.2 Exceptions to Connection Charges
The Company may from time to time waive or reduce the connection charges as part of a promotion or trial.

3.29.3 Restoral Charge
A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment pursuant to this tariff but before cancellation of the service.

| Non-Recurring | Maximum |
|---|---|
| Restoral Charge: (after company initiates suspension, per line) | $165.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.29 Connection Charges, (Cont'd.)

3.29.4 Other Connection Charges

Connection charges may apply when a Customer requests connection to one or more Network Switched Services as provided herein. Orders for services for the same Customer account made at the same time for the same premises will be considered one request. Feature activation charges may apply when a customer requests connection to or makes changes to one or more central office line features. Charges are applicable to include moves, adds, or changes as defined in Section 3.29.1. Feature activation charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

| Non-Recurring | Maximum | |
|---|---|---|
| Line Connections Charge, per line or trunk (applies when a new or additional service is established) | $158.00 | |
| Record Changes, (per billing record change order) | $25.50 | (D) (D) |
| Primary Service Order Change – Per Order (Add/Move lines, Trunks, T1/PRI, IAD and TC, or Change analog PBX Trunks (two-way to DID, etc., or Convert RCF to UNE and vice versa) | $ 89.00 | |
| Secondary Service Order Charge – Per Order | $50.00 | (T) |
| Technician Visit Charge, per occurrence | $300.00 | (N) |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.30 Premises Visit and Trouble Isolation Charge (N)

When a business customer reports trouble to the Company for clearance and no trouble is found in the Company's facilities, or has a move, add, or change request that requires a technician to be dispatched the Customer will be responsible for payment of a Technician Visit charge.

| | Maximum |
|---|---|
| Technician Visit Charge: | $300.00 per occurence |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.31 Presubscription-2 (PIC)

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The Customer will incur a charge as provided below each time there is a change in the long distance carrier associated with the Customer's intraLATA or interLATA service after the initial installation of service. For example, if a Customer changes both its interLATA and intraLATA carriers simultaneously, a total of two (2) separate charges will apply (one for the interLATA change and one for the intraLATA change).

| Non-Recurring | Maximum |
|---|---|
| Each Carrier Change (per line) | $15.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.32 Small Business Basic Business Local Line Service* **(T)**

3.32.1 Description

Small Business Basic Business Local Line Service -Available to those Customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Small Business Basic Business Local Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Local Line has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Small Business Basic Business Local Line Service - Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Small Business Basic Business Local Line Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Line | $98.34 |
| Each Additional Business Line | $98.34 |

* As of April 1, 2007, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.33 Small Business Basic Business Multi-Line Service* (T)

3.33.1 Description

Small Business Basic Business Multi-Line Service is available to those Customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Basic Business Multi-Line Service is provided for connection of Customer-provided multi line system terminal equipment. All Small Business Basic Business Multi-Lines include Touch Tone and may be equipped with Multi-Line Hunt.

Each Small Business Basic Business Multi-Line has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Small Business Basic Business Multi-Line Service - Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Small Business Basic Business Multi-Line Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Multi-Line | $98.34 |
| Each Additional Business Multi-Line | $98.34 |

* As of April 1, 2007, this product will only be available to current customers at their current location. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.34 Local Analog PBX Trunk Service* (C)

3.34.1 Description

Local Analog PBX Trunk Service provides the Customer with one or more, analog voice grade telephonic communications channels which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a flat rate basis. DID trunks are arranged for one-way inward calling only.

An analog PBX Trunk, provides the Customer with a single, voice-grade communications channel. Each Trunk is to be used to connect the Customer's Private Branch Exchange (PBX) systems to the Public Switched Network (PSN). Each Trunk is automatically configured into a Hunting Arrangement along with other Company-provided Trunk Services. Each Trunk will, for an additional charge, be equipped with Direct Inward Dial (DID) capability. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

The following service arrangements are available:

One-Way Inbound, One-Way Outbound, or Two-Way

A. Recurring and Nonrecurring Charges

Nonrecurring charges apply as described in this tariff. Analog PBX Trunks include a monthly recurring charge.

| Local Analog PBX Trunk Charge (per trunk): | Maximum Recurring |
|---|---|
| Two-Way | $115.53 |
| Inbound Only | $115.53 |
| Outbound Only | $115.53 |
| DID Inbound Only (per DID trunk) | $139.53 |

* As of April 30, 2007, this product will only be available to current customers. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.35 Local Digital PBX Trunk Service* (C)

3.35.1 Description

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

| | |
|---|---|
| Terminal Interface: | Channel Bank or DSX-1 panel |
| Signaling Type: | Ground, E&M I, II, III |
| Start Dial Indicator: | Immediate Wink, Delay Dial, Dial Tone |
| Pulse Type: | Dual Tone Multi-Frequency (DTMF) |
| Directionality: | In-Bound Only, Out-Bound Only or Two Way, as specified by the Customer |

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein. Nonrecurring connection and Service Order charges apply as described in Section 4 of this tariff.

Optional Feature(s) - DID Service capability as described in Section 3.4.5 is available. Clear Channel capability as described within this tariff is available. Applicable Nonrecurring charges apply as described in Section 3.29 of this tariff.

Trunk Group Services - Discounted trunk group services are available to Customers subscribing to more than 50 digital trunks at one premise. The discounted rate applies to the 51st trunk and beyond. The first 50 trunks are billed at the non-discounted rates.

Basic Trunks - Inbound Only, Outbound Only and Two-Way trunks not equipped with hunting or DID.

Advanced Trunks - Inbound Only and Two-Way trunks equipped with DID and hunting.

* As of April 30, 2007, this product will only be available to current customers. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.35 Local Digital PBX Trunk Service, (Cont'd.)

A. Recurring and Nonrecurring Charges

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within Section 9 of this tariff.

| | Maximum | |
|---|---|---|
| | Recurring | Non-Recurring |
| Digital Switched Service Facility, per T-1 | | |
| All basic trunks or combination of basic and advanced trunks | $1080.00 | $2700.00 |
| All advanced trunks | $450.00 | $2700.00 |
| Trunk Group Services | | |
| Basic Trunks, per trunk | | |
| In-Only | $90.00 | $117.00 |
| Out Only | $90.00 | $117.00 |
| Two-Way | $90.00 | $117.00 |
| Advanced Trunks, per trunk (requires DID trunk termination) | | |
| In-Only (w/DID and Hunting) | $90.00 | $117.00 |
| Two-Way (w/DID and Hunting) | $90.00 | $117.00 |
| In-Only (w/DID and Hunting) | $76.50 | $117.00 |
| Two-Way (w/DID and Hunting) | $76.50 | $117.00 |
| Facility Change Charge (changes from or to basic and advanced trunks | N/A | $2700.00 |
| Trunk Change Charge (changes/rearrangements of trunks, per trunk) | N/A | $117.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.36 Local ISDN-PRI* (C)

3.36.1 Local ISDN-PRI Definitions

Local ISDN-PRI - Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Measured Toll Service, 800 and circuit switched data). Each ISDN PRI will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

Each ISDN PRI connection provides access from a Customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office port termination and a 1.544 Mbps Digital Local Loop to the Customers premises. The Digital Local Loop is a DS1 with Clear Channel Capability. The rates and charges for the Loop are in addition to those for the ISDN PRI Port Connection. The central office port connection is provided in base capacities of twenty-three 64 Kbps "B" channels and one 64 Kbps "D" channel (23B+D). The "D" channel is used for out-of-band signaling and control of the "B" channels. Where technology permits, "D" channels can be shared by multiple ISDN PRI's for the same Customer. "B" channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

Where appropriate facilities do not exist, Special Construction charges will apply, as describe within Section 9 of this tariff.

"B" Channel - "B" Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

"D" Channel - "D" Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B channels.

Out of Band Signaling - Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

* As of April 30, 2007, this product will only be available to current customers. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.36 Local ISDN-PRI, (Cont'd.)

3.36.1 Local ISDN-PRI Definitions, (cont'd.)

Call by Call for Trunk Groups - Allows the circuit switched voice and data services enabled on the ISDN PRI to share "B" channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize "B" channels on a call by call basis. Without this capability, each service will have a dedicated "B" channel.

Calling Number Identification - All calling numbers presented to the services working on ISDN PRI can be delivered to the Customer's CPE, including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per ISDN PRI Port basis only and is offered in appropriately equipped central offices.

Clear Channel Capability - The "B" channels on the ISDN PRI are clear, since all signaling and control functions are handled by the "D" channel. This allows all 64 kbps on each "B" channel to be used for Customer information over the ISDN PRI connection. Calls over the network may either by 56 kbps or 64 kbps depending on the public network in place between the ISDN PRI and the distant end of the call.

Digital Voice Transmission - All voice calls are transmitted using digital signaling.

Channel Configuration - Allows some or all B Channels to be dedicated to exchange and MTS, DID, or 800 Services. Multiple dedicated trunk groups can be established on the same primary port or group of primary ports.

Direct Inward Dialing Signal - Permits incoming dialed calls from the exchange network to reach a specific number serviced by Customer-premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will out pulse digits to the CPE which can further process the calls as desired.

Equal Access - Allows the Customer to preselect an Intra and Interexchange Carrier for each circuit switched voice or circuit switched data trunk group. The carrier designation can be changed for applicable charges as shown in Section 4, Presubscription-2 (PIC) of this tariff.

Calling Number Identification Blocking - All Calls - All outgoing calls will be blocked for PRS customers where technically feasible as determined by the Company.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.36 Local ISDN-PRI, (Cont'd.)

3.36.2 Local ISDN-PRI Recurring and Nonrecurring Charges

| | Maximum Recurring | Maximum Non-Recurring |
|---|---|---|
| Primary Rate Service Facility, per T-1 | $450.00 | $2700.00 |
| PRI Service Configuration, per PRI | | |
| 23B+1D Channels | $2400.00 | $6150.00 |
| 24B Channels | $2400.00 | $6150.00 |
| 23B + Back-up D Channel | $2400.00 | $6150.00 |
| PRI Trunk Group Connection, per B Channel (DID trunk termination is required for all DID capable channels) | | |
| Incoming Trunk Group | $90.00 | $117.00 |
| Outgoing Trunk Group | $90.00 | $117.00 |
| Two-Way Trunk Group | $90.00 | $117.00 |
| Service Feature Options (included in channel charge) | | |
| Calling Number Identification | $25.00 | $25.00 |
| Calling Number Identification Blocking (all calls) | $25.00 | $25.00 |
| PRI Change Charge, per T-1 (all changes or rearrangements) | N/A | $300.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services

3.37.1 Integrated Access Bundled Package* **(C)**

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility[1] between a customer premises and its serving office for connection to services provided by the Company. Integrated Access Bundled Package allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone and Hunting.

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service.

| Voice Channels | Maximum Recurring | | | |
|---|---|---|---|---|
| | 12 | 16 | 20 | 23 |
| Phoenix | $1575.00 | $1800.00 | $2025.00 | $2250.00 |

| | Maximum NRC |
|---|---|
| Integrated Access Set-Up Fee, (Applies when ordering new Integrated Access Bundled Packages. Does not apply when upgrading or downgrading channels already established.) | $2700.00 |
| Change Charge, (Applies when upgrading or downgrading channels) | $90.00 |

1 Integrated Access Bundled Package will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of a Company HDSL-equipped collocation may have Integrated Access Bundled Package delivered to them via HDSL.

* As of December 31, 2006, this product will only be available to current customers at their current location. **(N)**



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services

3.37.2 Total Communications - 4 Line Base Package [2]

Total Communications is designed for customers that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The customer will select a package of 4 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

Monthly Recurring Charges (Maximum):

| | Voice Channels Incremental Line Charge | |
|---|---|---|
| | MRC | NRC |
| Base Package | $497.40 | $2697.00 |
| Incremental Lines[1] | $124.35 | $ 168.00 |

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-l is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of a Company HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

1 NRC applies only to additional lines to existing service.
2- Product is no longer available to new customers.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.)

3.37.3 Total Communications - 6 Line Base Package

Total Communications is designed for customers that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The customer will select a package of 6 voice lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination service.

Monthly Recurring Charges (Maximum):

| | Voice Channels Incremental Line Charge | |
|---|---|---|
| | MRC | NRC |
| Base Package | $994.40 | $2697.00 |
| Incremental Lines[1] | $124.35 | $ 168.00 |

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-l is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of a Company HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

1 NRC applies only to add additional lines to existing service.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.)

3.37.4 Total Communications – With Digital Handoff

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID Pricing is available in Section 6.8 of this tariff. Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges (Maximum):
Voice Channels Incremental Line Charge

| | MRC | NRC |
|---|---|---|
| Base Package | $994.40 | $2697.00 |
| Incremental Lines[1] | $124.35 | $ 168.00 |

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of a Company HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

[1] NRC applies only to add additional lines to existing service.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.)

3.37.5 Integrated Services Non-Recurring Charges

| | Maximum NRC |
|---|---|
| T-1/PRI Reconfiguration Charge (Any changes to T1/PRI Configuration or trunk groups)<br>(Relates to Digital TC, PBX, PRI, and Digital Services) | $190.00 |

3.37.6 Integrated Services Other Charges

Integrated Services Charges (Associated with Integrated Access and Total Communications services)

Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Access or Total Communications Service.

Local Loop Expense Recoup, Per Month Maximum $600.00

Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over $899.00 (Variable charge – per installation).



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.)

3.37.7 True Business Solutions

The True Business Solutions bund led package [1] is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding tax. Upgrade packages are available to include additional features or incremental lines.

| | Monthly Recurring Charges (Maximum) | | | |
|---|---|---|---|---|
| | 1 Year Term | 2 Year Term | 3 Year Term | (N) |
| Base Package Includes | $265.00 | $250.00 | $250.00 | (N) |
| Three (3) business lines<br>Touch-tone<br>Hunting<br>Unlimited Local Calls<br>1500 IntraLATA Minutes2<br>200 Long Distance Minutes per location (Additional minutes can be purchased)2<br>Choice of six (6) features on each line from the You Choose feature package options3. | | | | |
| Incremental Line Package Includes | $85.00 | $80.00 | $80.00 | (N) |
| One (1) line<br>Touch-tone<br>Hunting<br>Unlimited Local Calls<br>500 LATA Minutes<br>200 Long Distance Minutes per location (Additional minutes can be purchased)<br>Choice of six (6) features on each line from the You Choose feature package options | | | | |

| True Business Long Distance Buckets 4 5 | Incremental Charge (Maximum) | Overage (Maximum) |
|---|---|---|
| 200 Minute Long Distance Bucket | $5.00 | $0.20 |
| 500 Minute Long Distance Bucket | $30.00 | $0.20 |
| 1500 Minute Long Distance Bucket | $120.00 | $0.20 |
| 2500 Minute Long Distance Bucket | $185.00 | $0.20 |

| | Non-Recurring Charge: (Maximum) |
|---|---|
| Basic Package Installation Fees | $255.00 |
| Incremental Line Package Installation Fees | $85.00 |
| Feature Package Installation Fees | No Charge |

1- True Business Solutions is not eligible for further discounting
2- The Company must be selected as the intraLATA and LD service provider.
3- Reference Section 11.4 in this tariff for the Your Choose Feature Package.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.) (N)/(T)

3.37.8 You Choose Features Package

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business Solution SM subscribers receive this package at no additional cost.

| | Monthly Recurring Charges (Maximum) | |
|---|---|---|
| | 1 Year Term | 2 Year Term |
| You Choose Features Package | $ 30.00 | $ 26.00 |

Feature Options Include:
Caller Identification Name and Number
Remote Access to Call Forwarding
Call Forwarding Variable
Call Waiting/Cancel
Call Return
Three way Calling
Speed Dial 8
Speed Dial 30
Auto Redial
Call Forwarding – Busy/Don't Answer
Call Forwarding – Busy
Call Forwarding – Don't Answer

(N)/(T)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.)

3.37.9 True Business Total Communications and Digital Total Communications [1]* (C)

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package [2].

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package[2]. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Package pricing is determined by the contract length (one-year or two-year term). Full termination liabilities are assessed for early termination of service.

| Monthly Recurring Charges (Maximum): | 1 Yr. Term | 2 Yr. Term | 3 Yr. Term |
|---|---|---|---|
| Voice Package Price | $ 300.00 | $ 250.00 | $ 200.00 |
| Incremental Line Price | $ 90.00 | $ 80.00 | $ 70.00 |

| Non-Recurring Charges (Maximum): | |
|---|---|
| Base Package Installation Fees | $400 |
| Incremental Voice Line Package Installation Fees [3] | $50 |

1 True Business Total Communications and Digital Total Communications is not eligible for further discounting.
2 Please Reference Section 11.4 in this tariff document for the You Choose Feature Package.
3 Applies to add incremental lines to existing service.

*M – Material located on this pages was moved from Page 362.*
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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.37 Integrated Services, (Cont'd.) (M)/(T)

3.37.10 PRI Bundled Package #2

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

Per Package Charges

| | 1 Year Term | 2 Year Term | 3 Year Term |
|---|---|---|---|
| Monthly Recurring (Maximum) | $1000.00 | $1200.00 | $1500.00 |
| Non-Recurring (Maximum) | $1700.00 | $1700.00 | $1700.00 |

Optional Features

| | | | |
|---|---|---|---|
| Caller ID Name & Number | | $150.00 | |

(M)/(T)

*M – Material located on this page was moved from Page 363.*



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**SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)**

3.37 Integrated Services, (Cont'd.) (N)/(T)

3.37.11 PRI Bundled Package

The PRI Bundled Package provides eligible1 customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

PRI Bundled Package, Monthly Recurring (Maximum) $1500.00 (N)/(T)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features

3.38.1 General

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Central Office Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Central Office Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Central Office Calling Features are only provided for basic access line services. The Customer will be billed a Service Order charge for each change or set-up of each occurrence a feature or group of features is added to the Customer's service.

3.38.2 Description of Line Features

Call Waiting- Alerts a customer who is using his telephone that another caller is trying to reach him. Where facilities permit, Call Waiting subscribers may deactivate Call Waiting for the duration of one call. Call Waiting is automatically reactivated for the next originating or termination call.

Call Forwarding Variable - Enables the customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and the routing necessary.

Simultaneous Call Forward - Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding Customer must subscribe to sufficient facilities to adequately handle calls. The Simultaneous Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Simultaneous Call Forwarding equipped telephone line and the line to which the call is being forwarded.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.2 Description of Line Features, (Cont'd.)

Call Forwarding - Busy Line - Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Call Forwarding Busy/Don't Answer - Allows incoming calls that encounter a busy condition to be forwarded to a pre-designated telephone number and/or calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designed telephone number with the exchange or on a Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges.

Call Forwarding - Don't Answer - Allows incoming calls which are not answered after a pre-determined number of rings to be automatically forwarded to a pre-designated telephone number within the exchange or on the Long Distance Telecommunications Network. The Call Forwarding customer is responsible for the payment of charges (e.g., toll charges) for each call between the Call Forwarding equipped telephone line and the line to which the call is being forwarded. The transmission may not meet normal standards depending on the distance and routing necessary.

Remote Access to Call Forwarding - Permits the customer who also subscribes to Call Forwarding with the ability to activate, deactivate or change Call Forwarding from a remote location. Remote Access to Call Forwarding can only be accessed from a Dual Tone Multi-Frequency (DTMF) telephone which has a full set of characters including "*" and "#". All charges incurred to access the remote number will be billed appropriately.

Three-Way Calling - Enables a customer to add a third party to an existing call without operator assistance, thereby establishing a three-way conversation. The transmission may not meet normal standards depending on the distance and routing necessary.

Speed Calling - Enables a customer to place calls to other telephone numbers by dialing a one- or two-digit code rather than the complete telephone number. Eight code capacity and 30 code capacity are available



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.2 Description of Line Features, (Cont'd.)

Call Return - Enables the customer to redial automatically the last incoming telephone number. If that telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Call Return in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Auto Redial - Enables the customer to redial automatically the last outgoing telephone number. If the telephone number is busy, the Company's equipment will keep trying to call the number for a maximum of thirty (30) minutes beginning with the customer's activation of Auto Redial, in an attempt to establish the call. The customer will be signaled with a distinctive ring when the call can be completed.

Call Forwarding/Busy Line Expanded - This feature automatically reroutes an incoming call to a Customer predesignated number outside of the serving central office when the called number is busy.

Call Forwarding/Busy Line External - This feature automatically reroutes an incoming call to a Customer's predesignated number which is outside the customer's system by within the same central office when the called number is busy.

Call Forwarding/Busy Line - Overflow - The feature automatically reroutes an incoming call to a Customer's predesignated number in the same serving central office when the called number is busy.

Call Forwarding Don't Answer - Expanded - This feature automatically reroutes an incoming call to a Customer's predesignated number which is outside of the serving central office when the called number does not answer within the number of rings programmed by the Company.

Simultaneous Call Forwarding - Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer is responsible for the payment of any applicable toll charges for each call between the Simultaneous Call Forwarding telephone and the line to which the call is being forwarded.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.2 Description of Line Features, (Cont'd.)

Call Forwarding Busy Line/Don't Answer - Expanded -This feature allows incoming calls that encounter a busy condition or calls which are not answered after a predetermined number of rings to be automatically forwarded to a pre-selected telephone number which is in a different central office.

Call Forwarding Busy Line/Don't Answer - Overflow - This feature allows incoming calls that encounter a busy condition and/or calls which are not answered after a predetermined number of rings to be automatically forwarded to a pre-selected telephone number within the same central office.

Call Transfer - This feature gives the customer the capability of including another end user on an already established call. After establishing the call, the customer may drop his connection without disconnecting the two end users. While the two parties are connected, access continues to be recorded and will be charged to the customer.

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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.3 Caller ID Services

Caller ID Number Delivery - Allows the transmission of Calling Party Number (CPN) to the subscriber's access lines. When a Calling Number Delivery equipped line is on-hook, CPN is transmitted across the line during the silent interval between the first and second ring. Call Number Delivery subscribers must provide and connect their own compatible customer premises equipment (CPE) to process the CPN transmission.

Caller ID Privacy – Blocks the delivery of customer's Caller ID information on a per trunk group basis. (Provided to Law enforcement, domestic violence crisis intervention agencies and individual victims of domestic violence upon request.)

Caller ID Number and Name Delivery - Combines Caller ID Number Delivery and Caller ID Name Delivery.

Caller ID Blocking, per call - An originating option that allows Customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number from being displayed on the terminating Customer's Caller ID display device (s). Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. There is no charge associated with per call blocking.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.3 Caller ID Services, (Cont'd.)

Caller ID Blocking, per line - Allows Customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number, from being displayed on the terminating Customer's Caller ID display device(s). There is no charge associated with line blocking for the initial request. Subsequent requests to add line blocking will incur a service order charge.

Anonymous Call Rejection (ACR) - Allows customer to automatically reject all calls that have been marked anonymous by the calling party. When ACR is active, the called party receives no alerting (ringing) for a call that has been rejected. The call is routed to a denial announcement and subsequently terminated.

Any calling party may prevent the delivery of CPN and of Calling Party Name to the called party by dialing an access code (*67 on their touch-tone pad) prior to placing a call. The access code is activated per call blocking. Per call blocking is available at no charge.

If a calling party activates blocking, the CPN and Calling Party Name will not be transmitted across the line. Instead, the Caller ID subscriber will receive an anonymous indicator. This anonymous indicator notifies the Caller ID subscriber that the calling party chose to block name and number delivery.

Per-line blocking will be offered at no charge to a particular customer if the Commission receives from the customer written certification that the customer has a compelling need for per-line blocking.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.3 Caller ID Services

Personalized Ring Service - Permits a customer to establish up to three telephone numbers on the same access line and to distinguish each number by distinctive incoming ring patterns. The billing telephone number is the "master" number and the other telephone numbers are "dependent" numbers. The standard ringing pattern is provided for the master number while distinctive ringing patterns are provided for a maximum of two dependent numbers.

Personalized Ring service is available to single line business customers where facilities are available. Personalized Ring is not available with the following services: hunting arrangements, foreign exchange, and remote call forwarding.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.4 Rates and Charges for Line Features
Non-recurring and monthly recurring charges are provided in this section.

| Charges Applicable Per Line Equipped | Maximum Non-Recurring | Maximum Recurring |
|---|---|---|
| Call Waiting | $39.00 | $22.50 |
| Call Forwarding Variable | $39.00 | $14.40 |
| Call Forwarding Busy Line | $39.00 | $9.00 |
| Call Forwarding Don't Answer | $39.00 | $9.00 |
| Call Forwarding Busy/Don't Answer | $39.00 | $16.50 |
| Call Forwarding Busy Expanded | $39.00 | $12.00 |
| Call Forwarding Busy External | $39.00 | $12.00 |
| Call Forwarding Busy Overflow | $39.00 | $12.00 |
| Call Forwarding Don't Answer Expanded | $39.00 | $12.00 |
| Simultaneous Call Forwarding | $39.00 | $12.00 |
| Call Forwarding Busy/Don't Answer Expanded | $39.00 | $22.00 |
| Call Forwarding Busy/Don't Answer Overflow | $39.00 | $46.00 |
| Remote Access to Call Forwarding | $39.00 | $23.25 |
| Simultaneous Call Forwarding | $39.00 | $7.95 |
| Three Way Conference Calling/First Line | $39.00 | $12.00 |
| Caller ID - Number | $39.00 | $24.00 |
| Caller ID - Name and Number | $39.00 | $30.00 |
| Caller ID Privacy | $39.00 | $9.00 |
| Anonymous Call Rejection | $39.00 | $9.00 |
| Speed Dialing - 8 Codes | $39.00 | $9.00 |
| Speed Dialing - 30 Codes | $39.00 | $13.50 |
| Distinctive Ring Service - 1 number | $39.00 | $32.00 |
| Distinctive Ring Service - 2 numbers | $39.00 | $15.00 |
| Distinctive Ring Service - 3 numbers | $39.00 | $21.00 |
| Auto Redial | $39.00 | $10.50 |
| Call Return | $39.00 | $9.00 |
| Call Transfer | $39.00 | $0.00 |

(D)

The following features are available to the subscriber on a per activation basis:

| | Maximum Per Usage Charge |
|---|---|
| Three Way Conference Calling | $2.25 |
| Call Return/Auto Callback | $2.25 |
| Auto Redial | $2.25 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.5 Description of Central Office Features

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. (C)

Remote Call Forwarding service is offered subject to availability of suitable facilities.

Remote Call Forwarding service is not offered where the terminating station is a coin telephone.

The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

Remote Call Forwarding service is not represented as suitable for satisfactory transmission of data.

One directory listing in the Alphabetical Directory is provided without charge. End User Common Line charge does not apply.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company.

| | Recurring | Maximum Non-Recurring |
|---|---|---|
| Remote Call Forwarding, per path | $57.00 | $90.00 |

* As of April 30, 2007, this product will only be available to current customers. (N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.6 Description of Hunting Line Services

Hunting Line services may be used to establish hunting arrangements between two or more of a customer's local exchange access lines. All of the local exchange access lines in a hunting arrangement group must be the same class of service and grade of service.

Hunting Line services are available to one-party line residence and business customers where Company facilities exist for such hunting line services. However, these hunting line services are not offered with Customer-owned Pay Telephone Service.

a. Multiline Hunt Service - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.

b. Circular Hunt Service - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered, the hunting will continue until it reaches the access line that was originally called.

3.38.6.1 Rates and Charges for Hunting Line Services

Business Multi-Line Hunting and PBX Trunk Hunting:

| | Maximum Recurring |
|---|---|
| Multiline Hunt Service, per line | $24.00 |
| Circular Hunt Service, in addition to Multiline Hunt charges, per group | $9.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.38 Central Office, Line and Trunk Features, (Cont'd.)

3.38.7 Touch Tone Service

Touch Tone service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of the central office facilities.

3.38.8 Rates and Charges for Touch Tone Services

| | Maximum | |
|---|---|---|
| | Non-Recurring | Recurring |
| Per Line or Trunk Equipped | $5.00 | $5.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.39 Directory Assistance Service

3.39.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

3.39.2 Regulations

A Directory Assistance Charge applies for each call to Directory Assistance for telephone number(s), area code(s), and/or general information requested from the Directory Assistance operator except as follows:

Calls from coin telephones, including COCOTS (Customer Owned Coin Operated Telephone Sets).

Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.

Customer experiences poor transmission or is cut-off during the call.

3.39.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Directory Assistance Calls - A flat charge will apply per number requested from Directory Assistance.

| | Maximum Per Use |
|---|---|
| Directory Assistance, per call | $1.50 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.40 Local Operator Services

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Service and to Customers and Users of exchange access lines which the Customer has pre-subscribed to the Company's Pre-Subscribed MTS or Total Service Solution products.

3.40.1 Call Types

Person-to-Person - Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party. Where this service is available, rates and charges may be billed to the Customer's commercial credit card and/or LEC calling card, calling station, called station or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Station-to-Station - A service where the person originating the call dials the telephone number desired, or gives to the company operator the telephone number of the desired line, branch exchange, branch exchange or Centrex line which is reached directly rather than through a branch exchange or Centrex attendant, or gives only the name and address under which the number of the desired line, or branch exchange or Centrex system is listed, and does not specify a particular person to be reached, nor a particular line, department, or office to be reached through a branch exchange or Centrex attendant.

Collect Call - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a third number. In the (D)
case of a public or semi-public coin telephone the charges must be billed to a third number, or the
call may be re-originated from the called service point. (D)

Third-Number Billing - A billing arrangement by which a message may be charged to an authorized service point as determined by the company other than the service point originating the call or the service point where the call is terminated.



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3.40 Local Operator Services, (Cont'd.)

3.40.2 Rates and Charges

Local exchange and IntraLATA calls may be placed on an operator-assisted basis.

In addition to the usage charges identified herein, the following operator-assisted charges will apply:

| | Maximum | |
|---|---|---|
| Per Call Charges: | IntraLATA | Local |
| Person-to-Person (Customer Dialed) | $10.50 | $10.50 |
| Station-to-Station (Customer Dialed) | $10.50 | $10.50 |
| Third Number Billing | $3.90 | $3.90 |
| Collect Call | $3.90 | $3.90 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.41 Busy Verification and Interrupt Service

3.41.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

3.41.2 Rate Application

a) A Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress, or

2. The operator verifies that the line is available for incoming calls.

b) Both a Verification Charge and an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

c) No charge will apply when the calling party advises that the call is from an official public emergency agency.

3.6.4.3 Rates

| | Maximum Per Call |
|---|---|
| Verification Charge, each request | $4.50 |
| Interrupt Charge, each request | $9.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.42 Directory Listing Services

3.42.1 Directory Listing Definitions

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group at no charge.

Non-Listed Listing B A Non-Listed Listing will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for a Non-Listed Listing are specified herein.

Non-Published Listing - A Non-Published Listing will be furnished at the Customer's request. A Non-Published Listing is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Listing is not available to the general public. Charges for a Non-Published Listing are specified herein.

Additional Listing includes the following options:

Foreign Listing B Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the tariff published by the specific local exchange carrier providing the Foreign Listing.

Alternative Listing B Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls. Charges for Alternative Listings are specified herein as Additional Listing.

Reference Listing B A listing including additional telephone numbers of the same or another Customer to be called in the event there is no answer from the Customer's telephone. Charges for reference listings are specified herein as Additional Listing.

Extra Line Listing - An extra line listing may be provided in the directory if it facilitates the use of telephone service. An extra line consists of five words or any fraction thereof. Ordinarily, an extra line will be provided only when a customer has more than one listed telephone. When a customer needs more than five words to properly direct calls, he may arrange for two or more extra lines.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.42 Directory Listing Services, (Cont'd.)

3.42.1 Directory Listing Definitions, (Cont'd.)

Extra Listing - A business establishment adding the names of associates or employees to the customer or joint-users primary telephone listing.

Additional Listing - Where a customer is served by two or more main numbers in a series completion group arranged for a hunting operation, additional listing may be provided on any of the lines other than the first number in the group for a monthly fee.

Secretarial Listing - A customer engaged in furnishing service of a secretarial nature may contract for telephone secretarial listing.

Caption - Listings may be indented under a caption or subcaption at no additional charge when in the judgment of the Company, the captions will facilitate the use of the service.

3.42.2 Directory Listing Rates

| | Maximum Recurring |
|---|---|
| Primary Listing | $5.00 |
| Extra Listing/Optional | $9.00 |
| Extra Line Listing/Optional | $9.00 |
| Additional Listing/Optional | $9.00 |
| Non-Published Listing/Optional | $5.40 |
| Non-Listed Listing/Optional | $4.35 |
| Foreign Listing/Optional B each | $9.00 |
| Secretarial Listing/Optional B each | $9.00 |
| Alternative Listing/Optional | $9.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.43 Blocking Service

3.43.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers:

a) 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.

1. The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.
2. The Company will charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service.
3. A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.
4. Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.

b) Involuntary Blocking of 900 and 976 Numbers B Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.

c) Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

d) Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 8XX(Toll Free), and operator assisted toll calls.



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3.43 Blocking Service, (Cont'd.)

3.43.1 General, (Cont'd.)

e) Direct Inward Dialing Blocking (Third Party and Collect Call) - provides business Customers who subscribe to DID service to have Third Party and Collect Call Blocking on the number ranges provided by the Company.

f) 1010XXX Blocking - Allows subscribers to block access to long distance providers via 1010XXX dialing.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.43 Blocking Service, (Cont'd.)

3.43.2 Regulations

The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

Blocking Service is available where equipment and facilities permit.

3.43.3 Rates and Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

| | Maximum | |
|---|---|---|
| | Recurring | Non-Recurring |
| Toll Restriction/Per Line (Restricts 1+, 0+, 976, 900, and 1-411 | $82.50 | $9.00 |
| 976/900 Restriction | $82.50 | $9.00 |
| 1010XXX Blocking | $82.50 | $9.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.44 Select Usage Call Detail

Description - Call detail records associated with the Company's intracompany calling plan will not appear on customer invoices. These usage records will be made available to the customer upon request only and are billed per line, per service location, per billing cycle. Call detail records will be provided for all eligible lines, whether specifically requested or not. Customer must request usage records each month, and requests can be made for up to three months of prior usage.

| | Maximum Rate |
|---|---|
| Call Detail Record, per line, per service location, per billing cycle | $20.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.45 DID Service For Voice Grade Channels

3.45.1 Description

DID Service provides the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan.

3.45.2 General

Standard Feature(s) - Each Company-provided Trunk for DID Service will automatically include Tone Dialing and a Hunting Arrangement at no additional charge to the Customer. The following service arrangement(s) are available:

One-Way Inbound

3.45.3 Recurring Charges

Charges are in addition to Local Trunk services as described within this tariff. Nonrecurring charges apply as described in Section 4 of this tariff.

| | Maximum | | |
|---|---|---|---|
| | Recurring | Nonrecurring | |
| DID Trunk Termination/Per DID Trunk (includes Touch Tone, in addition to Trunk, Line, and channel charges) | $135.00 | $900.00 | |
| Block of 20 Sequential DID Numbers, per block | $9.00 | $70.00 | |
| Block of 100 Sequential DID Numbers, per block | $60.00 | $50.00 | (N)(C) |
| DID Non-sequential Numbers, per number | $0.45 | $10.00 | |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.46 Historic Invoices (N)

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

| Format | Rate Per Invoice - Maximum |
|---|---|
| Electronic | $20.00 |
| CSV/CD of CDR | $50.00 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.47 CD ROM Billing

3.47.1 Personal CD

The Personal CD includes the same information contained in our paper invoices, including call detail. It can include all invoices within one state and multilocation summary report which breaks out taxes at the service location level.

| | Maximum | |
|---|---|---|
| | Non-Recurring | Recurring |
| Rates | $55.00 | $35.00 |

3.47.2 National CD

The National CD includes nationwide summary and remittance report of all locations. The National CD does not include call detail.

| | Maximum | |
|---|---|---|
| | Non-Recurring | Recurring |
| Rates | $55.00 | $35.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.48 Promotions

3.48.1 From time to time, the Company shall, at its option, promote subscription or stimulate network usage by offering to waive some or all of the nonrecurring, recurring and usage charges for the Customer (if eligible) of target services for a limited duration. Such promotions shall be made available to all similarly situated Customers in the target market area and will comply with all applicable Commission regulations.

3.49 Demonstration of Service

3.49.1 From time to time the Company may demonstrate service for potential customers by providing free use of its network on a limited basis for a period of time, not to exceed one (1) month. Demonstration of service and the type and duration of service provided will be at the Company's discretion.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.50 Special Contract Arrangements

3.50.1 At the option of the Company, services may be offered on a contract basis to meet specialized pricing requirements of the Customer not contemplated by this tariff. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein and waiver of recurring, nonrecurring, or usage charges. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering to the first contract Customer as specific in each individual contract.

3.51 Special Service Arrangements

3.51.1 If a Customer's requirements cannot be met by services included in this tariff, or pricing for a service is shown in this tariff as ICB, the Company will provide, where practical, special service arrangements at charges equal to the estimated cost of furnishing such features, facilities or services. These special service arrangements will be provided if the provision of such arrangements are not detrimental to any other services furnished under the Company's tariffs.

3.51.2 Rates for special service arrangements will be based on the estimated cost for furnishing the service. Estimated costs will be determined in accordance with Section 9 (Special Construction) of this tariff.

3.51.3 Special service arrangement rates are subject to revision depending on changing costs.

3.51.4 If and when a special service arrangement becomes a tariffed offering, the tariffed rate or rates will apply from the date of tariff approval.

3.52 Non-Routine Installation Charges

3.52.1 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 or night hours, additional charges may apply.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.53 Special Construction Charges

3.53.1 General

A. Special construction charges may apply for services provided to the Customer by the Company. Special construction includes but is not limited to that construction undertaken:

(a) where facilities are not presently available, and there is no other requirement for the facilities so constructed;

(b) of a type other than that which the Company would normally utilize in the furnishing of its services;

(c) over a route other than that which the Company would normally utilize in the furnishing of its services;

(d) in a quantity greater than that which the Company would normally construct;

(e) on an expedited basis;

(f) on a temporary basis until permanent facilities are available;

(g) involving abnormal costs;

(h) in advance of its normal construction; or

(i) when the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariff.

B. Where the Company furnishes a facility or service requiring special construction, charges will be based on the costs incurred by the Company and may include: (1) non-recurring charges; (2) recurring charges; (3) usage charges; (4) termination liabilities; or (5) a combinations thereof.

C. Rates and charges for special construction shall be determined and presented to the Customer for its approval prior to the start of construction. No construction will commence until and unless the Customer accepts in writing the rates and charges as presented by the Company.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.53 Special Construction Charges, (Cont'd.)

3.53.2 Basis for Cost Computation

Costs for special construction may include one or more of the following items to the extent they are applicable:

(a) cost of installed facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost may include:

1) installation of equipment and materials provided or used,
2) engineering, labor and supervision during construction,
3) transportation of materials, and
4) rights of way required for transmission facilities;

(b) cost of operation, maintenance, and administration of equipment and facilities;

(c) 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;

(d) general administrative expenses, including taxes on the basis of average charges for these items;

(e) license preparation, processing and related fees;

(f) tariff preparation, processing and other related regulatory fees;

(g) any other item of expense associated with the particular special service arrangement; and

(h) an amount, computed on the estimated installed cost of the facilities used to provide the special service arrangement, for return on investment and contingencies.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.53 Special Construction Charges, (Cont'd.)

3.53.3 Termination Liability

A. To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities or services specially constructed at the request of the Customer.

B. The termination liability period is the estimated service life of the facilities provided.

C. The amount of the maximum termination liability is equal to the estimated cost for installation and operation of the service during its service life. Costs include those items previously listed in Section 3.55.2.

D. The applicable termination liability will be calculated based on the following:

(a) Multiplying the sum of the amounts determined as set forth in Section 3.55.3.C preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies.

(b) The amount determined in 3.55.3.D preceding shall be adjusted to reflect the predetermined estimate net salvage, if any, including any reuse of the facilities provided.

(c) The final termination liability is then adjusted to reflect applicable taxes or regulatory fees.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.54 Other Special Charges

3.54.1 Application of Special Charges

Special charges may apply in addition to the usual service connection charges and monthly rates when unusual investment or expense will be incurred by the Company. Special charges will apply when:

(a) conditions or Customer request which requires the provision of special equipment or unusual or nonstandard methods of plant construction, installation or maintenance or a move of the Company's facilities;

(b) the Customer's location requires the use of costly private right-of-way; or

(c) the proposed service is of a temporary nature, and the plant to be placed would not be useful to the Company in the general conduct of its business after that service was discontinued.

3.54.2 Customer Requirements for Special Charges

A. The Company shall retain title to all plant constructed, as specified within this tariff, provided wholly or partially at the Customer's expense.

B. When attachments are made to poles of other companies, instead of providing construction for which the Customer would be charged under the provisions of this section, the Customer shall pay the Company's cost for such attachments.

C. The Customer is required to pay the construction charges made by another telephone company providing facilities to connect with the facilities of the Company.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.54 Other Special Charges, (Cont'd.)

3.54.3 Construction on Private Property

A. The Company will furnish an average amount of entrance and distribution facilities, provided the facilities are of the standard type normally furnished for the particular location or kind of service.

B. If additional entrance or distribution facilities are required, or if conditions require special equipment, maintenance or methods of construction, if the installation is for a temporary purpose, or if for any other reason, the construction costs are excessive as compared with the revenue to be derived from the project, the applicant may be required to pay for costs over and above the costs applicable for a normal installation.

C. The Customer will provide the Company upon request and without charge written permission for the placement of the Company's facilities on his property.

D. The Customer is responsible for providing satisfactory entrance to the building and space for mounting any necessary network protection equipment.

3.54.4 Temporary Service

Where plant construction is required to provide any temporary service or facility, or where it is necessary to place temporary construction in advance of permanent construction in order to meet the Customer's requirements, the Customer shall be charged the estimated cost of construction and removal of the plant which would not be of value to the Company, less the estimated net recovery value of the material used.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.55 JustCom Services

JustCom Service is a bundled small business package of four exchange access lines. The product offers local usage, intrastate and interstate outbound and tool-free long distance usage, eight custom calling features and a directory listing for a single flat-rated price. JustCom Service is available to customers on a month to month basis with no term or volume requirement in accordance with the terms of use specified in 3.55.1 below.

3.55.1 Terms of Use The following restrictions apply to JustCom Service:

a. Call-center applications are prohibited, including, but not limited to, auto-dialers.

b. Non-standard (e.g., excessive) internet connections and other data are prohibited. Services have been engineered to meet typical peak hour usage and anything beyond such use shall be considered non-standard.

c. Any use not consistent with standard business use, as reasonably defined by the Company, is prohibited.

| Base Package Includes | Monthly Recurring Charge Maximum | Non-Recurring Maximum |
|---|---|---|
| Four (4) basic business lines | $400.00 | $100.00 |
| Unlimited Local Calling | | |
| Unlimited IntraLATA Minutes | | |
| Unlimited InterLATA Minutes | | |
| Caller ID Name & Number | | |
| 3-Way Calling | | |
| Call Waiting | | |
| Call Forward Variable* | | |
| Speed Dial 30 | | |
| Call Forward Busy* | | |
| Call Forward No Answer* | | |
| Hunting | | |

| Each Additional Line | Monthly Recurring Charge Maximum | Non-Recurring Maximum |
|---|---|---|
| | $85.00 | $50.00 |

* Hunting may be substituted for all of the Call Forwarding features.



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.56 Payphone Surcharge

A payphone surcharge will be charged for all originating payphone traffic including local, toll-free switched and dedicated services traffic, and any 10-10-XXX-0-plus dial around service traffic. **(D)**

| | Maximum |
|---|---|
| Per Call | $0.60 |

3.57 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or "all trunks busy" condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with Digital PBX, Digital PBX Package, PRI Bundled Package, and True Business Total Communications and Digital Communications only.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company's ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

| | Per T-1 - Maximum |
|---|---|
| Non-Recurring Charge | $650.00 |
| Monthly Recurring Charge | $ 65.00 |



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.58 Business Services Basic Business Local Line Service

3.58.1 Description

Business Services Basic Business Local Line Service -Available to those Customers who also subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Business Services Basic Business Local Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services Basic Business Local Line has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Business Services Basic Business Local Line Service - Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Business Services Basic Business Local Line Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Line | $98.34 |
| Each Additional Business Line | $98.34 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.59 Business Services Basic Business Multi Line Service

3.59.1 Description

Business Services Basic Business Multi-Line Service is available to those Customers who subscribe other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Business Services Basic Business Multi-Line Service is provided for connection of Customer-provided multi line system terminal equipment. All Business Services Basic Business Multi-Lines include Touch Tone and may be equipped with Multi-Line Hunt.

Each Business Services Basic Business Multi-Line has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Business Services Basic Business Multi-Line Service - Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Business Services Basic Business Multi-Line Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Multi-Line | $98.34 |
| Each Additional Business Multi-Line | $98.34 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.60 Small Business Basic Business Local Line Service II

3.60.1 Description

Small Business Basic Business Local Line Service II-Available to those Customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with one or more analog, voice-grade telephonic communications channel(s) that can be used to place or receive one call at a time. Small Business Basic Business Local Lines II are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Business Local Line II has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Small Business Basic Business Local Line Service II- Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Small Business Basic Business Local Line II Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Line | $98.34 |
| Each Additional Business Line | $98.34 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

(N)

3.61 Small Business Basic Business Multi-Line Service II

3.61.1 Description

Small Business Basic Business Multi-Line Service II is available to those Customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Basic Business Multi-Line Service II is provided for connection of Customer-provided multi line system terminal equipment. All Small Business Basic Business Multi-Lines II include Touch Tone and may be equipped with Multi-Line Hunt.

Each Small Business Basic Business Multi-Line II has the following characteristics:

| | |
|---|---|
| Terminal Interface: | 2-wire |
| Signaling Type: | Loop start |
| Pulse Types: | Dual Tone Multifrequency (DTMF) |
| Directionality: | Two-Way, In-Only, or Out-Only, at the option of the Customer |

Flat Rate Small Business Basic Business Multi-Line Service II - Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 3.

A. Recurring and Nonrecurring Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 5 of this Tariff.

| Small Business Basic Business Multi-Line II Charge (per line): | Maximum Recurring |
|---|---|
| Initial Business Multi-Line | $98.34 |
| Each Additional Business Multi-Line | $98.34 |

(N)



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## SECTION 3 - SERVICE OFFERINGS, RATES & CHARGES (CONT'D.)

3.62 Digital PBX Bundled Package

The Digital PBX Bundled Package provides customers with Digital PBX service at convenient packaged rates. The package price includes all charges associated with Digital PBX Bundled Package including the Local Loop, 24 trunks, Federal Subscriber Line Charge (FSLC), and Local Number Portability (LNP) charges. Any optional features selected will be billed in addition to the Digital PBX Bundled Package rate. The Digital PBX Bundled package is not eligible for further discounts.

| Monthly Recurring Charge | Maximums: Non-Term Rate | 1 Yr. Term | 2 Yr. Term | 3 Yr. Term |
|---|---|---|---|---|
| 12 Channels | $1,500.00 | | | |
| 16 Channels | $1,800.00 | | | |
| 20 Channels | $2,000.00 | | | |
| Digital PBX Package – 24 channels | | $2,000.00 | $1,900.00 | $1,800.00 |
| 20 DID Block | | | | |
| 100 DID Block | | | | |

| Non-Recurring Charges | Maximums |
|---|---|
| Package Installation Fees | $2,300.00 |
| Trunk Change Charge | $ 150.00 |
| DID Setup Fee | |
| 20 DID Block | $ 100.00 |
| 100 DID Block | $ 120.00 |

3.63 Supplemental Change Charge (N)

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

| | NON-RECURRING CHARGES | | |
|---|---|---|---|
| | Timeframe of Change Request, Maximum | | |
| Monthly Recurring Charge Range | Within 2 Business Days of Order Acceptance | On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date | Within 5 Business Days of Due Date |
| Up to $500.99 | $100.00 | $250.00 | $ 500.00 |
| $501.00 to $2,000.99 | $100.00 | $500.00 | $ 875.00 |
| $2,001.00 and Up | $100.00 | $750.00 | $1,250.00 |

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional charges may also apply as outlined in Section 2.1.7. (N)



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS

4.1 Integrated Services Digital Network (ISDN)

ISDN supports the simultaneous use of voice and data over the same access line. ISDN provides a completely digital transmission. XO ISDN is available as Basic Rate Interface (BRI) or Primary Rate Interface (PRI).

BRI consists of two-bearer (B) channels and one data (D) channel. With BRI, the B channels can carry voice conversations at 64kbps or can be combined to provide 128kbps throughput. The D channel operates at 16kbps.

PRI consists of twenty-three bearer (B) channels and one data (D) channel. With PRI, the B channels can carry voice conversations at 1.544 megabits per second.

The Customer's terminal equipment and interconnection through non-digital central offices may cause transmission speeds to be slower than the maximum achievable.

Customer Premise Equipment that is compatible with the ISDN interface is the responsibility of the Customer. XO is not responsible if any changes in the provisioning of ISDN-BRI/PRI result in the obsolescence of Customer's equipment or the need for the Customer to modify or change their Customer premise equipment. Additionally, ISDN-BRI/PRI is subject to the availability of company facilities.

ISDN-BRI/PRI includes the following features:

Calling Number
Touch Tone
Hunting between ISDN lines

4.1.1 Rates and Charges

| | | Maximum |
|---|---|---|
| A. | Non-recurring, per each 23b+d or 24b PRI | $2,000.00 |
| | Non-recurring, per each 2b+d BRI | $500.00 |
| B. | Monthly Recurring Charge - PRI | $1,800.00 |
| | Monthly Recurring Charge - BRI | $150.00 |
| C. | Additional Features | |
| | DID Numbers, per number | $1.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.2 Local Line: Local Line provides the Customer with a single, voice-grade communications channel. Each Local Line will include a telephone number.

4.2.1 Local Line Service is available in the following offerings:

A. Basic Business Line Service: Each Basic Business Line service includes the following standard features at no additional charge:

Touchtone
One Directory Listing
Presubscription

B. Enhanced Business Line Service: Each Enhanced Business Line service includes the following standard features at no additional charge:

Touchtone
One Directory Listing
Presubscription
Caller ID
Caller ID Blocking/per call
Call Forward Busy
Call Forward No Answer
Call Forward Flexible
Call Forward No Answer
Multiple Stations
Call Hold
Call Park
Call Pickup
Call Transfer, Consultation & Conference
Call Waiting
Call Waiting Cancel
Hunting (Circular & Sequential)
Automatic Call Back

Service Restrictions *
Six-Way Conferencing
Speed Call – 30 Numbers

(D)

* includes 900/976 call restriction, internal only calling, domestic and international toll restriction and no third party calling.



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.2 Local Line (Cont'd)

4.2.2 Optional Features: A Basic Business Line Customer may order, in addition to the standard features, the following optional features, at the rates specified in Section 4.2.3.B.

Call Forward Busy
Call Forward Busy/No Answer
Call Forward No Answer
Call Forward Flexible
Call Forward No Answer Multiple Stations
Call Hold
Caller ID Name & Number
Caller ID Blocking
Call Park
Call Pickup
Call Transfer, Consultation & Conference
Call Waiting
Call Waiting (Cancel)
Hunting (Circular or Sequential)
Automatic Call Back

(D)

Remote Call Forward
Service Restrictions (900/976, Internal Only, Toll, No Third Party)
Six-Way Conferencing
Speed Calling (8 or 30 numbers)
Three-Way Conferencing

NOTE(S): Caller ID/Caller ID Blocking charge waived if the Customer has a Non-listed or a Non-published number.

Non-recurring account change charges will not apply during the initial 10-day period following completion of a service order.



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.2 Local Line (Cont'd)

4.2.3 Local Line Rates and Charges: A Local Line Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and Message charges as specified in Sections 4.2.3.A and 4.2.3.B, respectively.

A. Non-Recurring Charges

| | Maximum |
|---|---|
| Service Connection Charge (per line) | $100.00 |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff. (D) (N) (D)

NOTE: Non-recurring account change charges will not apply during the initial 30-day period following completion of a service order. (D)



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.2 Local Line (Cont'd)

4.2.3 Local Line Rates and Charges: (Cont'd)

B. Monthly Recurring Charges

| | Maximum |
|---|---|
| Basic Business Line | $45.00 |

Basic Business Line Service includes the following standard features at no additional charge:

Touchtone
One Directory Listing
Presubscription

| Optional Features for Basic Business Line, each line: | Maximum |
|---|---|
| Call Forward Busy | $ 9.00 |
| Call Forward Busy/No Answer | $ 9.00 |
| Call Forward No Answer | $ 9.00 |
| Call Forward Flexible | $ 9.00 |
| Call Forward No Answer Multiple Stations | $ 9.00 |
| Call Hold | $ 9.00 |
| Call Park | $ 9.00 |
| Call Pickup | $ 9.00 |
| Call Transfer, Consultation & Conference | $ 9.00 |
| Call Waiting | $ 9.00 |
| Call Waiting Cancel | $ 9.00 |
| Caller ID Name & Number | $ 9.00 |
| Circular Hunting | $ 9.00 |
| Sequential Hunting | $ 9.00 |
| Automatic Call Back | $ 9.00 |
| Remote Call Forward | $ 9.00 |
| Service Restrictions | $ 9.00 |
| Speed Call (up to 8 numbers) | $ 9.00 |
| Six-Way Calling | $ 9.00 |

(D)



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.2 Local Line (Cont'd)

4.2.3 Local Line Rates and Charges: (Cont'd)

| B. Monthly Recurring Charges | Maximum |
|---|---|
| Enhanced Business Line | $50.00 |

Standard Features Included on
Enhanced Business Line, each line:
Touchtone
Presubscription
One Directory Listing (per line or hunt group)
Call Forward Busy
Call Forward No Answer
Call Forward Flexible
Call Forward No Answer Multiple Stations
Call Hold
Call Park
Call Pickup
Call Transfer, Consultation & Conference
Call Waiting
Call Waiting Cancel
Caller ID Name & Number
Caller ID Blocking
Circular Hunting
Sequential Hunting
Automatic Call Back

(D)

Remote Call Forward
Service Restrictions
Six- or Three-Way Calling
Speed Call – 30 number



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.3 Local Trunk: Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange ("PBX") or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

4.3.1 Local Trunk-Basic: Local Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

4.3.2 Local Trunk - Digital : Local Trunk - Digital provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-capable Key System. Local Trunk - Digital can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

4.3.3 Optional Local Trunk Configurations

A. One-Way Outbound: Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

B. One-Way Inbound or Two-Way: Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.

C. Direct Inward Dialing ("DID"): Provides the Customer with individual channels which can carry one-way inbound traffic. Local Trunks configured for DID service will outpulse the dialed station number to the Customer's PBX or Key equipment, thereby, permitting direct routing of the call without the aid of an attendant. The number of digits to be out pulsed must be specified by the Customer

Additional set-up charges and number charges apply for local trunks configured for DID service as specified in Section 4.3.5.



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.3. Local Trunk: (Cont'd)

4.3.4 Features

A. The following features are available standard with local trunks at no additional charge:

Touch Tone
Presubscription
One Directory Listing (per trunk)
Service Restrictions
Least Idle or Most Idle Trunk Selection (digital trunks only)

B. The following optional features are available with appropriately configured local trunks at the rates specified in Section 4.3.5(C).

Caller ID Name & Number (T)
Caller ID Blocking
Direct Inward Dialed (DID) Numbers
Hunting



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.3. Local Trunk: (Cont'd)

4.3.5 Local Trunk-Rates and Charges - A Local Trunk Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified in this Section.

A. Non-Recurring Charges

| | Maximum |
|---|---|
| Installation Charges - per trunk | |
| Installation Charge | |
| Per DSO Equivalent Channel Activated | $100.00 |
| Per Digital Transport Facility | $900.00 |
| Per Trunk Group Configured for DID Service | $ 50.00 |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff. (D) (D)(N) (D) | (D)

NOTE Non-recurring account change charges will not apply during the initial 10-day period following completion of a service order.



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.3. Local Trunk: (Cont'd)

4.3.5 Local Trunk-Rates and Charges, (cont'd.)

| B. Monthly Recurring Charges | Maximum |
|---|---|
| Local Trunk - Analog | |
| In-Only | $ 50.00 |
| In-Only with Hunting | $ 60.00 |
| In-Only DID Capable | $120.00 |
| Out-Only | $ 50.00 |
| 2-Way | $ 50.00 |
| 2-Way DID Capable | $150.00 |
| Local Trunk - Digital | |
| Basic Digital Trunk w/ Hunting | $ 50.00 |
| Basic Digital Transport Facility | $360.00 |
| In-Only & In-Only With DID | $ 70.00 |
| In-Only Digital Transport Facility | $175.00 |
| Out-Only | $ 35.00 |
| Out-Only Digital Transport Facility | $175.00 |
| 2-Way DID | $ 70.00 |
| 2-Way Digital Transport Facility | $175.00 |

| C. Optional Features | Maximum |
|---|---|
| Additional Directory Listing | $3.00 |
| Caller ID Name & Number | $9.00 (T) |
| Hunting | $9.00 |
| DID Numbers (per number) | $1.00 |
| DID Number – Block of 20 Numbers | $9.00 |
| Non-Sequential Numbers (per number) | $1.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.4 Centrex Services

4.4.1 Standard Features

Each Centrex line is provided with the following standard features:
Abbreviated Dialing
Call Forwarding
Call Forwarding Busy
Call Forwarding No Answer
Call Forwarding Variable
Call Hold
Call Park
Call Pickup
Call Transfer
Call Waiting
Call Waiting Cancel
Caller ID Blocking
DID/DOD
Hunting
Automatic Call Back
Service Restrictions
Speed Calling – 30 numbers
Three- or Six-Way Conferencing

4.4.2 Optional Features

A Centrex Customer may order these optional features at the rates specified in this section:
Automatic Route Selection
Caller ID Name & Number
Distinctive Ringing
Hot Line
Multiple Appearance Directory Numbers
Music on Hold
Night Service
Remote Access Forwarding
Uniform Call Distribution

(D)



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.4 Centrex Services (Cont'd)

4.4.3 Rates and Charges - All rates are per line charges.

| | | |
|---|---|---|
| A. | Nonrecurring Charges | Maximum |
| | Line Connection Charge (per line) | $45.00 |
| B. | Monthly Recurring Charges | Maximum |
| | Centrex Line, each | $30.00 |
| C. | Adds, Moves, Changes | Maximum |
| | Add'l Lines (Ordered after initial install) | $65.00 per line |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff.

| | | |
|---|---|---|
| D. | Optional Features | Maximum |
| | Automatic Route Selection | $250.00 |
| | Caller ID Name & Number | $9.00 |
| | Distinctive Ringing | $9.00 |
| | Automatic Line | $ 2.00 |
| | Multiple Appearance Directory Numbers | $9.00 |
| | Music on Hold | $2.00 |
| | Night Service | $9.00 |
| | Remote Access Forwarding | $9.00 |
| | Uniform Call Distribution | $9.00 |

**(D)**



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.4 Centrex Services (Cont'd)

4.4.4 Centrex Trunk-Side Service

The following features are standard for station lines associated with Centrex Trunk-Side Service:

Abbreviated Dialing
Call Transfer, Consultation & Conference
Service Restrictions

A.

| Nonrecurring Charges | Maximum |
|---|---|
| Trunk Connection Charge (per line) | |
| Analog (DID/DOD) | $ 50.00 |
| Analog 2-Way DID | $ 90.00 |
| Digital 2-Way DID | $ 90.00 |

B.

| Monthly Recurring Charges | Maximum |
|---|---|
| Analog DID/DOD Trunk | $50.00 |
| Analog 2-Way Trunk | $150.00 |
| Digital 2-Way Trunk | $90.00 |

C. Optional Features

The following station features are available for $0.50 per station per month:

| | |
|---|---|
| Call Forwarding Busy | Three- or Six-Way Conferencing |
| Call Forwarding No Answer | DID-DOD |
| Call Forwarding Variable Hunting | |
| Call Hold | Speed Calling – 30 numbers |
| Call Park | Caller ID Blocking |
| Call Pickup | Call Waiting/Cancel Call Waiting |
| Last Number Redial | |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.4 Centrex Services (Cont'd)

4.4.4 Centrex Trunk-Side Service (Cont'd)

C. Optional Features (Cont'd)

The following features are available at the following rates:

| | Maximum |
|---|---|
| Automatic Route Selection | ICB |
| Caller ID Name & Number | $ 9.00 |
| Distinctive Ringing | $ 9.00 |
| Hot Line | $ 2.00 |
| Multiple Appearance Directory Numbers | $ 9.00 |
| Music On Hold | $ 2.00 |
| Night Service | $ 9.00 |
| Remote Access Forwarding | $ 9.00 |

**(D)**

D Adds, Moves, Changes

| | Maximum |
|---|---|
| Add'l Trunks (Ordered after initial install) | $ 90.00 per trunk |
| Move – Physical Location | $ 90.00 per trunk |
| Move – Within building location | $ 15.00 per trunk |
| Add Feature, per feature | $ 15.00 per station |
| Change line or trunk group configuration | $ 15.00 per line/trunk |



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4.5 X OPTION Service Offering

The XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the XOption Service Offering the Customer selects and receives service under one of the XOption listed in Sections 3.1.3.A through 3.1.3.N below. Each XOption includes the Standard Feature Package as defined in Section 3.13.P, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each XOption includes unlimited local exchange service, a specified amount of inbound and outbound domestic long distance service, and the Standard Feature Package.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the XOption Service Offering.

4.5.1 XOption #1

To receive service under XOption #1, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #1 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2,000.00 |
| | B=$2,500.00 |
| | C=$3,000.00 |
| | D=$3,500.00 |
| Non-Recurring Charge | $2,000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.5 X OPTION Service Offering (Cont'd)

4.5.2 XOption #2

To receive service under XOption #2, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #2 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2500.00 |
| | B=$2500.00 |
| | C=$2500.00 |
| | D=$3000.00 |
| Non-Recurring Charge | $2,000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.5 X OPTION Service Offering (Cont'd)

4.5.3 XOption #3

To receive service under XOption #3, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #3 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2000.00 |
| | B=$2500.00 |
| | C=$3000.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $2,000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.5 X OPTION Service Offering (Cont'd)

4.5.4 XOption #4

To receive service under XOption #4, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25, 000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use pr pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #4 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2000.00 |
| | B=$2500.00 |
| | C=$2500.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $2,000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.5 XOption #5

To receive service under XOption #5, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #5 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3000.00 |
| | B=$3000.00 |
| | C=$3500.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $3000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.6 XOption #6

To receive service under XOption #6, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #6 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3000.00 |
| | B=$3500.00 |
| | C=$3500.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $3000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.7 XOption #7

To receive service under XOption #7, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #7 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2500.00 |
| | B=$3000.00 |
| | C=$3000.00 |
| | D=$3000.00 |
| Non-Recurring Charge | $2000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.8 XOption #8

The XOption #8, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #8 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge Per Use | A=$400.00 |
| | B=$400.00 |
| | C=$400.00 |
| | D=$400.00 |
| Non-Recurring Charge Per Use | A=$400.00 |
| | B=$400.00 |
| | C=$400.00 |
| | D=$400.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.9 XOption #9

XOption #9, is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of 30 lines, and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use.

The MRC for each Option is listed below. Each XOption #9 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |
| Non-Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.10 XOption #10

XOption #10, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #10 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge Per Use | A=$500.00 |
| | B=$500.00 |
| | C=$500.00 |
| | D=$500.00 |
| Non-Recurring Charge Per Use | A=$500.00 |
| | B=$500.00 |
| | C=$500.00 |
| | D=$500.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.11 XOption #11

XOption #11, is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #11 includes unlimited local exchange calling The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |
| Non-Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.12 XOption #12

To receive service under XOption #12, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #12 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3000.00 |
| | B=$3500.00 |
| | C=$4500.00 |
| | D=$5500.00 |
| Non-Recurring Charge | $2000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.13 XOption #13

To receive service under XOption #13, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75, 000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona, Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #13 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$4000.00 |
| | B=$5000.00 |
| | C=$6000.00 |
| | D=$6500.00 |
| Non-Recurring Charge | $3000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.14 XOption #14

To receive service under XOption #14, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Arizona Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption#14 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2500.00 |
| | B=$3500.00 |
| | C=$4500.00 |
| | D=$6000.00 |
| Non-Recurring Charge | $2000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.15 XOption #15

To receive service under XOption #15, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above A, B, C or D will be billed at rates set forth in XO Arizona Inc.'s Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each Xoption#15 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3500.00 |
| | B=$4500.00 |
| | C=$5500.00 |
| | D=$6500.00 |
| Non-Recurring Charge | $3000.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.16 XOption #16

To receive service under XOption #16, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes in A, B, C or D will be billed at the rate of $.05 per MOU and will be charged according to the Terms and Conditions governing long distance traffic found on Company's website. The MRC for each Option is listed below. Each XOption#16 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2000.00 |
| | B=$2500.00 |
| | C=$3000.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $1500.00 |



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4.5 X OPTION Service Offering (Cont'd)

4.5.17 XOption M

To receive service under XOption M, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in XO Arizona Inc.'s Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each XOption M includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$1000.00 |
| Non-Recurring Charge | $1000.00 |

4.5.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.



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4.5 X OPTION Service Offering (Cont'd)

4.5.19 Standard Feature Package:

All XOption options include the following standard features at no additional charge.

(D)

Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
Caller ID – Number Only
First Block of 20 DIDs*

4.5.20 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

| | |
|---|---|
| 2 Years = | 5% Discount |
| 3 Years = | 10% Discount |

* Available to Customers that ordered business trunks.



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4.6 XO Integrated Access Service

XO Integrated Access is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customers' premises. Service can also be provided via ISDN PRI. When ordering service via a DS-1, the Customer must purchase a minimum of (ten) local exchange lines or channels. In order to get the following pricing for this service, the Customer must , at a minimum, enter a one year service order agreement. Usage for message toll is not included in the following rates. The Non-Recurring and Monthly Recurring charges are specified in Sections 3.23.3 and 3.23.4 below.

4.6.1 Standard Features: Integrated Access Customers subscribed to the Basic Business Line product will receive the following Standard Features at no additional charge:

Call Forward Variable
Call Forward Busy
Call Forward No Answer
Speed Calling
Call Waiting
Touchtone
3 Way Calling

4.6.2 Optional Features: An Integrated Access Service Customer may order optional features at standard rates specified in this tariff.

4.6.3 Non-Recurring Charges: For initial installation of XO Integrated Access Service over a single DS-1 or ISDN, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 or ISDN worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in this tariff will apply.

| | Maximum |
|---|---|
| Single DS1 | $4,000.00 |
| ISDN PRI | $4,000.00 |
| Capacity Exceeding DS1 | ICB |



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4.6 XO Integrated Access Service (Cont'd)

4.6.4 Monthly Recurring Charges:

| | Maximum |
|---|---|
| Per Line: | |
| Basic Line | $100.00 |
| Enhanced Line | $100.00 |
| Per Trunk: | |
| Analog, In Only | $100.00 |
| Analog, In Only DID | $200.00 |
| Analog, 2-Way and Out Only | $100.00 |
| Analog, 2-Way DID able | $300.00 |
| Digital, In Only with or without DID | $200.00 |
| Digital, Out Only | $100.00 |
| Digital, 2-Way with or without DID | $200.00 |

4.6.5 Usage Charges:

Local Usage is included in the flat monthly charge for XO Integrated Access Service.



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4.6 XO Integrated Access Service (Cont'd)

4.6.6 Enhanced Integrated Feature: XO Integrated Access Service Customer's can order the Enhanced Integrated Feature, as an option, at the monthly recurring rate.

| | Maximum |
|---|---|
| Enhanced Integrated Feature | $25.00 |

A. Enhanced Features: The following features are included in the Enhanced Integrated Feature Package:

Abbreviated Dialing (3 or 4 digit) (D)
Call Hold (D)
Call Pickup
Call Transfer

All other features are available at the tariff rate.



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering

The Premium XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Premium XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Premium XOption Service Offering the Customer selects and receives service under one of the Premium XOptions listed in the sections below. Each Premium XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each Premium XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Premium XOption Service Offering.



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.1 Premium XOption #1

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2000.00 |
| | B=$2700.00 |
| | C=$3100.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $2000.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.2 Premium XOption #2

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2500.00 |
| | B=$2500.00 |
| | C=$2700.00 |
| | D=$3000.00 |
| Non-Recurring Charge | $2000.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.3 Premium XOption #3

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2100.00 |
| | B=$2700.00 |
| | C=$3100.00 |
| | D=$3500.00 |
| Non-Recurring Charge | $2000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.4 Premium XOption #4

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2700.00 |
| | B=$2700.00 |
| | C=$3000.00 |
| | D=$3200.00 |
| Non-Recurring Charge | $2000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.5 Premium XOption #5

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$3000.00<br>B=$3000.00<br>C=$3500.00<br>D=$3500.00 |
| Non-Recurring Charge | $3000.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.6 Premium XOption #6

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$3200.00 |
| | B=$3700.00 |
| | C=$3700.00 |
| | D=$4000.00 |
| Non-Recurring Charge | $3000.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.7 Premium XOption #7

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$2700.00<br>B=$3100.00<br>C=$3100.00<br>D=$3700.00 |
| Non-Recurring Charge | $2000.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.8 Premium XOption #8

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge Per Use | A=$400.00 |
| | B=$400.00 |
| | C=$400.00 |
| | D=$400.00 |
| Non-Recurring Charge Per Use | A=$400.00 |
| | B=$400.00 |
| | C=$400.00 |
| | D=$400.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.9 Premium XOption #9

This XOption is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This XOption consists of one voice line per user, or a minimum of 30 lines, and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |
| Non-Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.10 Premium XOption #10

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge Per Use | A=$500.00 |
| | B=$500.00 |
| | C=$500.00 |
| | D=$500.00 |
| Non-Recurring Charge Per Use | A=$500.00 |
| | B=$500.00 |
| | C=$500.00 |
| | D=$500.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.11 Premium XOption #11

This XOption is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This XOption consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |
| Non-Recurring Charge Per Use | A=$200.00 |
| | B=$200.00 |
| | C=$200.00 |
| | D=$200.00 |



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4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.12 Premium XOption #12

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$3100.00 |
| | B=$3700.00 |
| | C=$5000.00 |
| | D=$5500.00 |
| Non-Recurring Charge | $2000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.13 Premium XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$4000.00 |
| | B=$4500.00 |
| | C=$6000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $3000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.14 Premium XOption #14

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$2700.00 |
| | B=$3700.00 |
| | C=$5000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $2000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.15 Premium XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$4000.00 |
| | B=$5000.00 |
| | C=$6000.00 |
| | D=$7000.00 |
| Non-Recurring Charge | $3000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.16 Premium XOption #16

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | A=$3000.00 |
| | B=$3500.00 |
| | C=$3500.00 |
| | D=$5500.00 |
| Non-Recurring Charge | $2000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.17 XOption M – Satellite Office Solutions

To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Premium XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | $3100.00 |
| Non-Recurring Charge | $1000.00 |



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## SECTION 4 - GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.7 Premium XOPTION Service Offering, (Cont'd.)

4.7.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

4.7.19 Standard Feature Package:

All XOptions include the following standard features at no additional charge.

(D)

Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
Caller ID – Number Only
First Block of 20 DIDs*

4.7.20 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

| | |
|---|---|
| 2 Years = | 5% Discount |
| 3 Years = | 10% Discount |

(N)

* Available to Customers that ordered business trunks.



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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.8 Deluxe XOPTION Service Offering

4.8.1 XOption M – Satellite Office Solutions

To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Deluxe XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | |
|---|---|
| Monthly Recurring Charge | $3100.00 |
| Non-Recurring Charge | $1000.00 |



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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.) (T)

4.9 Metra XOPTION Service Offering

The Metra XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and Dedicated Internet Access services provided at the same customer location. Metra XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Metra XOption Service Offering the Customer selects and receives service under one of the Metra XOptions listed in the sections below. Each Metra XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at tariffed rates. The Monthly Recurring Charge for each Metra XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one-year term agreement for both voice and Internet services in order to be eligible for the Metra XOption Service Offering

4.9.1 Metra XOption #5

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,000.00 |
| | B=$3,000.00 |
| | C=$3,500.00 |
| | D=$3,500.00 |
| Non-Recurring Charge | $3,000.00 |

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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

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4.9 Metra XOPTION Service Offering, (Cont'd)

4.9.2 Metra XOption #6

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,200.00 |
| | B=$3,700.00 |
| | C=$3,700.00 |
| | D=$4,000.00 |
| Non-Recurring Charge | $3,000.00 |

4.9.3 Metra XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,500.00 |
| | B=$3,500.00 |
| | C=$4,900.00 |
| | D=$6,200.00 |
| Non-Recurring Charge | $3,600.00 |

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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.) (T)

4.9 Metra XOPTION Service Offering, (Cont'd)

4.9.4 Metra XOption #14

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$2700.00<br>B=$3700.00<br>C=$5000.00<br>D=$7000.00 |
| Non-Recurring Charge | $2,300.00 |

4.9.5 Metra XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Message Toll Service tariff for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | A=$3,200.00<br>B=$3,400.00<br>C=$4,800.00<br>D=$6,200.00 |
| Non-Recurring Charge | $3,600.00 |

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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.9 Metra XOPTION Service Offering, (Cont'd)

4.9.6 Metra XOption M

To receive service under this XOption, the Customer must order a XOptions package at no fewer than three locations, with at least one location receiving one of the Metra XOptions 1-16. The requirement specified above does not apply to Customer's who subscribe to a two or three year contract term. However, all Customers, regardless of contractual term length, must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customers renewing Company contracts are eligible to receive this XOption on a stand alone basis with no location or other XOption requirements. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Message Toll Service tariff for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

| | Maximum |
|---|---|
| Monthly Recurring Charge | $1000.00 |
| Non-Recurring Charge | $1000.00 |

4.9.7 Metra XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

4.9.8 Standard Feature Package:

All Metra XOptions include the following standard features at no additional charge.

(D)

Call Forwarding
3 Way Calling

Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
Caller ID – Number Only
First Block of 20 DIDs



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## SECTION 4 – GRANDFATHERED SERVICE OFFERINGS (CONT'D.)

4.9 Metra XOPTION Service Offering, (Cont'd)

4.9.9 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

| | |
|---|---|
| 2 Years = | 5% Discount |
| 3 Years = | 10% Discount |

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## SECTION 5 - CURRENT RATES & CHARGES

The following sections will apply to customers who are served by a Central Office where the former XO Arizona, Inc. has facilities and to existing Customers of XO Arizona, Inc. as of February 6, 2005.
**Category One - Sections 5.1 thru 5.23**

5.1 Local Line

| Small Business Basic Business Line* | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| 1 Year Rate | $48.00 | $44.99 | (I) |
| 2 Year Rate | $48.00 | $44.99 | \| |
| 3 Year Rate | $48.00 | $42.49 | (I) |
| | | | |
| Features | | | |
| Anonymous Call Rejection | $ 4.00 | $ 4.00 | |
| Call Forward Busy | $ 4.00 | $ 3.00 | |
| Call Forward No Answer | $ 4.00 | $ 3.00 | |
| Call Forward No Answer Ring Select | $ 4.00 | $ 3.00 | |
| Call Forward Variable | $ 4.00 | $ 4.00 | |
| Call Forwarding of Call Waiting Calls | $ 4.00 | $ 3.00 | |
| Call Transfer w/Consultation Hold | $ 4.00 | $ 5.00 | |
| Call Waiting w/ Cancel Call Waiting | $ 4.00 | $ 6.00 | |
| Caller ID Name & Number | $ 4.00 | $ 6.00 | |
| Caller ID w/ Name | $ 4.00 | $ 7.00 | |
| | | | |
| Distinctive Ringing w/Call Waiting Tone | $ 4.00 | $ 1.00 | |
| Automatic Line | $ 4.00 | $ 2.00 | |
| Hunting | $11.00 | $ 7.00 | |

* As of April 1, 2007, this product will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.1 Local Line, (Cont'd.)

(T)

| Small Business Basic Business Line Features, (cont'd.) | Non-Recurring | Monthly Recurring |
|---|---|---|
| Automatic Call Back | $ 4.00 | $ 3.00 |
| SimRing | $16.00 | $12.00 |
| Remote Access to Call Forwarding | $ 4.00 | $ 7.00 |
| Repeat Dialing (Automatic Recall) | $ 4.00 | $ 3.00 |
| Selective Call Acceptance | $ 4.00 | $ 7.00 |
| Selective Call Forwarding | $ 4.00 | $ 7.00 |
| Selective Call Rejection | $ 4.00 | $ 7.00 |
| Speed Calling – 30 Numbers | $ 4.00 | $ 4.00 |
| Speed Calling – 8 Numbers | $ 4.00 | $ 3.00 |
| Three Way Calling w/Consultation Hold | $ 4.00 | $ 3.00 |
| Touchtone | $ 0.00 | $ 0.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.1 Local Line, (Cont'd.)

| Small Business Basic Business Line | Non-Recurring | Monthly Recurring | (T) |
|---|---|---|---|
| Proposed Feature Packages | | | |
| Feature Package 2 | $ 8.00 | $ 6.65 | |
| Feature Package 3 | $12.00 | $10.80 | |
| Feature Package 4 | $16.00 | $11.90 | |
| Feature Package 5 | $20.00 | $16.80 | |
| Feature Package 6 | $24.00 | $21.00 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.2 Local Trunk

PBX Analog Trunk* Rates and Charges:

| | Non-Recurring | Monthly Recurring |
|---|---|---|
| In Only (Basic) | | |
| 1 Year | $ 48.00 | $ 41.25 |
| 2 Year | $ 48.00 | $ 39.19 |
| 3 Year | $ 48.00 | $ 37.80 |
| Out Only (Basic) | | |
| 1 Year | $ 48.00 | $ 33.85 |
| 2 Year | $ 48.00 | $ 32.16 |
| 3 Year | $ 48.00 | $ 30.95 |
| Two-Way (Basic) | | |
| 1 Year | $ 48.00 | $ 37.85 |
| 2 Year | $ 48.00 | $ 35.96 |
| 3 Year | $ 48.00 | $ 34.95 |
| In Only w/ DID | | |
| 1 Year | $ 48.00 | $ 87.25 |
| 2 Year | $ 48.00 | $ 82.89 |
| 3 Year | $ 48.00 | $ 80.80 |
| DID Numbers – 20 | $ 17.00 | $ 3.55 |
| DID Numbers – 100 | $ 85.00 | $ 17.72 |
| Digital Switched T-1 Rates and Charges | | |
| Full Switched Digital T1 Trunks | | |
| In Only (Basic) | | |
| 1 Year | $1,899.00 | $1,217.81 (I) |
| 2 Year | $1,899.00 | $1,036.41 \| |
| 3 Year | $1,899.00 | $ 956.25 (I) |

*Effective December 4, 2008, this product will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.2 Local Trunk, (Cont'd.)

| | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| Digital Switched T-1 Rates and Charges | | | |
| Full Switched Digital T1 Trunks | | | |
| Out Only (Basic) | | | |
| 1 Year | $1,899.00 | $1,217.81 | (I) |
| 2 Year | $1,899.00 | $1,036.41 | \| |
| 3 Year | $1,899.00 | $ 956.25 | (I) |
| Two-Way (Basic) | | | |
| 1 Year | $1,899.00 | $1,217.81 | (I) |
| 2 Year | $1,899.00 | $1,036.41 | \| |
| 3 Year | $1,899.00 | $ 956.25 | (I) |
| In Only w/ DID | | | |
| 1 Year | $1,899.00 | $1,217.81 | (I) |
| 2 Year | $1,899.00 | $1,036.41 | \| |
| 3 Year | $1,899.00 | $ 956.25 | (I) |
| Two-Way w/ DID | | | |
| 1 Year | $1,899.00 | $1,217.81 | (I) |
| 2 Year | $1,899.00 | $1,036.41 | \| |
| 3 Year | $1,899.00 | $ 956.25 | (I) |
| DID Numbers – 20 | $ 17.00 | $ 3.55 | |
| DID Numbers – 100 | $ 85.00 | $ 17.72 | |
| Fractional Switched Digital T1 Trunks | | | |
| Digital Transmission Facility, Basic | | | |
| 1 Year | $ 765.00 | $ 371.25 | |
| 2 Year | $ 765.00 | $ 360.00 | |
| 3 Year | $ 765.00 | $ 348.75 | |
| Per Channel Rate, Basic | | | |
| In Only | | | |
| 1 Year | $ 33.00 | $ 30.94 | |
| 2 Year | $ 33.00 | $ 29.98 | |
| 3 Year | $ 33.00 | $ 29.03 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.2 Local Trunk, (Cont'd.)

| | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| Fractional Switched Digital T1 Trunks | | | |
| Digital Transmission Facility | | | |
| Per Channel Rate, Basic | | | |
| Out Only | | | |
| 1 Year | $ 33.00 | $ 30.94 | |
| 2 Year | $ 33.00 | $ 29.98 | |
| 3 Year | $ 33.00 | $ 29.03 | |
| Two-Way | | | |
| 1 Year | $ 33.00 | $ 30.94 | |
| 2 Year | $ 33.00 | $ 29.98 | |
| 3 Year | $ 33.00 | $ 29.03 | |
| Fractional Switched Digital T1 Trunks | | | |
| Digital Transmission Facility, Advanced | | | |
| 1 Year | $ 765.00 | $ 135.00 | |
| 2 Year | $ 765.00 | $ 131.63 | |
| 3 Year | $ 765.00 | $ 128.25 | |
| Per Channel Rate, Advanced | | | |
| In Only w/ DID | | | |
| 1 Year | $ 82.00 | $ 59.40 | |
| 2 Year | $ 82.00 | $ 57.47 | |
| 3 Year | $ 82.00 | $ 55.52 | |
| Two-Way w/ DID | | | |
| 1 Year | $ 82.00 | $ 63.90 | |
| 2 Year | $ 82.00 | $ 61.97 | |
| 3 Year | $ 82.00 | $ 60.02 | |
| DID Numbers – 20 | $ 17.00 | $ 3.55 | (I) |
| DID Numbers – 100 | $ 85.00 | $ 17.72 | (I) |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.2 Local Trunk, (Cont'd.)

| | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| Trunk Change Charge | | | (T) |
| Trunk Group Configuration | $50.00 | | |
| Channel Reconfiguration T1 | $50.00 | | |
| Optional Feature | | | |
| Calling Number Delivery per Trunk Group | $25.00 | $25.00 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.3 Deluxe XOption Service Offering

| | | |
|---|---|---|
| Deluxe XOption #1[1] | | |
| Monthly Recurring Charge | A=$1,068.75 | |
| | B=$1,258.88 | |
| | C=$1,455.75 | |
| | D=$2,425.50 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #2[1] | | |
| Monthly Recurring Charge | A=$1,377.00 | |
| | B=$1,500.75 | |
| | C=$1,697.63 | |
| | D=$2,667.38 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #3[1] | | |
| Monthly Recurring Charge | A=$1,298.25 | |
| | B=$1,488.38 | |
| | C=$1,684.13 | |
| | D=$2,653.88 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #4[1] | | |
| Monthly Recurring Charge | A=$1,572.75 | |
| | B=$1,679.63 | |
| | C=$1,894.50 | |
| | D=$2,864.25 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #5[2] | | |
| Monthly Recurring Charge | A=$2,394.85 | (I) |
| | B=$2,688.75 | |
| | C=$2,937.66 | |
| | D=$3,500.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |

[1] Effective June 17, 2005, these services will only be available to current customers at their current location.
[2] Effective December 4, 2008, this service will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.3 Deluxe XOption Service Offering, (Cont'd.)

| | | |
|---|---|---|
| Deluxe XOption #6[1] | | |
| Monthly Recurring Charge | A=$2,735.16 | (I) |
| | B=$2,954.54 | |
| | C=$3,203.44 | |
| | D=$3,700.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |
| Deluxe XOption #7[2] | | |
| Monthly Recurring Charge | A=$1,638.29 | (I) |
| | B=$1,832.35 | |
| | C=$2,027.81 | |
| | D=$3,024.85 | (I) |
| Non-Recurring Charge | $999.00 | |
| Deluxe XOption #8[3] | | |
| Monthly Recurring Charge – Two Components | | |
| 1st Ten Users | A=$ 714.00 | |
| | B=$ 819.00 | |
| | C=$ 924.00 | |
| | D=$1,449.00 | |
| Each Add'l User Above Ten | A=$71.40 | |
| | B=$81.90 | |
| | C=$92.40 | |
| | D=$144.90 | |

Non-Recurring Charge - The Non-Recurring Charge is equal to one month's Monthly Recurring Charge. If additional users are added after installation, the Non-Recurring Charge for the additions is equal to the Each Additional User Charge Above Ten Users for the package chosen times the numbers of users added.

[1]Effective December 4, 2008, this service will only be available to current customers at their current location.
[2]Effective August 17, 2005, this service will only be available to current customers at their current location.
[3]Effective June 17, 2005, this service will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.3 Deluxe XOption Service Offering, (Cont'd.)

| | | |
|---|---|---|
| Deluxe XOption #12[1] | | |
| Monthly Recurring Charge | A=$2,169.00 | |
| | B=$3,145.50 | |
| | C=$3,145.50 | |
| | D=$5,500.00 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #13[2] | | |
| Monthly Recurring Charge | A=$4,000.00 | (I) |
| | B=$4,500.00 | \| |
| | C=$6,000.00 | \| |
| | D=$7,000.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |

[1]Effective June 17, 2005, this product will be available only to current customers at their current locations.
[2]Effective August 1, 2005, this product will be available only to current customers at their current locations.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.3 Deluxe XOption Service Offering, (Cont'd.)

| | | |
|---|---|---|
| Deluxe XOption #14[1] | | |
| Monthly Recurring Charge | A=$2,293.88 | |
| | B=$3,270.38 | |
| | C=$4,889.25 | |
| | D=$6,500.25 | |
| Non-Recurring Charge | $800.00 | |
| Deluxe XOption #15[2] | | |
| Monthly Recurring Charge | A=$3,608.44 | (I) |
| | B=$4,751.73 | |
| | C=$6,000.00 | |
| | D=$7,000.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |
| Deluxe XOption #16[2] | | |
| Monthly Recurring Charge | A=$1,905.48 | (I) |
| | B=$2,099.54 | |
| | C=$2,295.00 | |
| | D=$3,292.04 | (I) |
| Non-Recurring Charge | $999.00 | |
| XOption M – Satellite Office Solutions (SOS) | | |
| Monthly Recurring Charge | $682.50 | |
| Non-Recurring Charge | $700.00 | |

[1]Effective June 17, 2005, this service will only be available to current customers at their current location.
[2]Effective August 1, 2005, this service will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.4 Remote Call Forwarding

| | | |
|---|---|---|
| Non-Recurring Charges | | |
| Connection Charge (per path) | $25.50 | |
| Recurring Charges | | |
| Monthly Charges (per path) | $26.73 | (I) |
| Usage Charges | | |
| Per Call | $.091 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.5 National Local Service

Basic Business Lines

| | Monthly Recurring Charges |
|---|---|
| Line Charge | |
| Basic Local Line | $30.40 |
| Optional Features: | |
| Call Forward Busy | $ 5.50 |
| Call Forward No Answer | $ 7.00 |
| Circular Hunting | $ 6.40 |
| Sequential Hunting | $ 6.40 |
| Call Forward Variable | $ 4.80 |
| Call Waiting with Cancel Call Waiting | $ 7.50 |
| Speed Calling 8 | $ 3.00 |
| Three Way Calling | $ 4.00 |
| Caller ID Number Only | $ 7.50 |
| Caller ID Name & Number | $ 7.95 |

Non-Recurring Charges

| | |
|---|---|
| Installation Charge (Per Line) | |
| First Line | $42.50 |
| Additional Line(s) | $42.50 |

| Private Branch Exchange (PBX ) Trunks | MRC | NRC | |
|---|---|---|---|
| Two-Way | $ 40.44 | $ 56.00 | |
| One-Way, out only | $ 40.44 | $ 56.00 | |
| One-Way, in only | $ 40.44 | $ 56.00 | |
| Optional Features | | | |
| DID Termination | $ 45.00 | $ 57.00 | |
| Hunting | $ 6.40 | $ 6.40 | |
| DID Numbers | | | |
| Per Blocks of 20 | $ 3.55 | $ 20.00 | (I) |
| Per Blocks of 100 | $ 17.72 | $ 24.00 | (I) |

| | |
|---|---|
| Early Termination Charge | $50.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.6 Foreign Exchange Service* **(C)**

| Nonrecurring Charges | Rates |
|---|---|
| For Each Line or Trunk | $ 50.00 |
| For Each High Capacity Trunk | $500.00 |

| Monthly Recurring Charges | Rates |
|---|---|
| Per Line or Trunk (0-30 Miles) | $ 50.00 |
| Per Line or Trunk (30+ Miles) | $100.00 |
| Per High Capacity Trunk | ICB |

Expansion Line Service* **(C)**

| Nonrecurring Charges | Rate |
|---|---|
| Market Expansion Line | $ 15.00 |
| Monthly Recurring Charges | |
| Market Expansion Line | $ 15.00 |
| Market Expansion Line, per minute | $ 0.09 |

* As of the October 28, 2005, these services are no longer available to new customers. **(N)**



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.7 Centrex Service

| | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| 1 Year Term | | | |
| 10-24 Centrex Lines | $ 26.00 | $ 42.19 | (I) |
| 25-72 Centrex Lines | $ 26.00 | $ 40.78 | |
| 73-96 Centrex Lines | $ 26.00 | $ 40.78 | |
| 97 + Centrex Lines | $ 26.00 | $ 40.78 | ( \| ) |
| 2 Year Term | | | |
| 10-24 Centrex Lines | $ 26.00 | $ 38.73 | (I) |
| 25-72 Centrex Lines | $ 26.00 | $ 37.32 | |
| 73-96 Centrex Lines | $ 26.00 | $ 37.32 | |
| 97 + Centrex Lines | $ 26.00 | $ 37.32 | (I) |
| 3 Year Term | | | |
| 10-24 Centrex Lines | $ 26.00 | $ 36.56 | (I) |
| 25-72 Centrex Lines | $ 26.00 | $ 35.92 | |
| 73-96 Centrex Lines | $ 26.00 | $ 35.92 | |
| 97 + Centrex Lines | $ 26.00 | $ 35.92 | (I) |
| Optional Features | | | |
| Primary Appearance of Software No. | $ 4.00 | $ 1.00 | |
| Secondary Appearance of Software No. | $ 4.00 | $ 0.00 | |
| Add-On Module Interface, per module | $ 4.00 | $ 1.00 | |
| Direct Station Selection /Busy Lamp Field | $ 85.00 | $ 8.00 | |
| Assume Dial "9" | $ 4.00 | $ 3.00 | |
| Call Park | $ 4.00 | $ 1.00 | |
| Caller ID Name and Number | $ 0.00 | $ 3.00 | |
| Automatic Line (Hot Line) | $ 26.00 | $ 4.00 | |
| Remote Access to Call Forwarding | $ 0.00 | $ 6.00 | |
| Simultaneous Ring (SimRing) | $ 0.00 | $ 3.00 | |
| Digital Interface Facility (IXC T-1 Access) | $ 0.00 | $ 89.25 | |
| ARS-Basic (NPA Screening Only) | $ 0.00 | $148.75 | |
| Electronic Set Interface per PDN | $ 0.00 | $ 1.00 | |
| Anonymous Call Rejection | $ 4.00 | $ 4.00 | |
| Automatic Call Back | $ 4.00 | $ 3.00 | |
| Repeat Dialing (Automatic Recall) | $ 4.00 | $ 3.00 | |
| Selective Call Acceptance | $ 4.00 | $ 7.00 | |
| Selective Call Forwarding | $ 4.00 | $ 7.00 | |
| Selective Call Rejection | $ 4.00 | $ 7.00 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.8 ISDN PRI Non-Recurring Charge (NRC)

| | |
|---|---|
| Month to Month | $1,500 |
| 1 Year Term | $1,000 |
| 2 Year Term | $1,000 |
| 3 Year Term | $1,000 |
| 5 Year Term | $1,000 |
| 2B Channel Transfer, per PRI Span | $ 100 |
| Calling Name Delivery, per PRI Span | $ 100 |

ISDN PRI Monthly Recurring Charges (MRC):

| | | |
|---|---|---|
| Month to Month | $1,786.05 | (I) |
| 1 Year Term | $1,004.65 | |
| 2 Year Term | $854.63 | |
| 3 Year Term | $788.99 | |
| 5 Year Term | $790.97 | (I) |
| 2B Channel Transfer, per PRI Span | $ 75 | |
| Calling Name Delivery, per PRI Span | $ 28.13 | |

ISDN PRI Change Charge $50

5.9 Inbound PRI

| | MRC |
|---|---|
| Per Rate Center | $20.00 |
| Additional DID Blocks | $ 3.50 |

| Price Plan Option #2 (Available to Off-Net Customers) | 1 Year | 2 Years | 3 Years |
|---|---|---|---|
| Monthly Recurring Charge | $2,000.00 | $1,900.00 | $1,800.00 |
| Non-Recurring Charge | $1,000.00 | $1,000.00 | $1,000.00 |

| Price Plan Option #3 (Available to On-Net Customers.) | 1 Year | 2 Years | 3 Years |
|---|---|---|---|
| Monthly Recurring Charge | $475.00 | $451.25 | $427.50 |
| Non-Recurring Charge | $1,000.00 | $1,000.00 | $1,000.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.10 COCOT (Payphone) Lines

| | Nonrecurring |
|---|---|
| For each line | $ 25.00 |

Monthly Recurring Charge

| | Mo.-to-Mo. | 1-Year | 3-Year | 5-Year |
|---|---|---|---|---|
| For Each Line | $ 35.00 | $ 33.00 | $ 31.00 | $ 29.00 |

Public Pay Telephone Surcharge

| | |
|---|---|
| Rate per Call | $ 0.30 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.11 Reserved for Future Use (D) | (D)

5.12 Customer Requested Telephone Numbers

| | |
|---|---|
| Nonrecurring Charge per Number Requested | $250.00 |

5.13 Directory Assistance

| | |
|---|---|
| Per Call | $ 1.00 |
| Call Completion Feature | $0.10 per MOU |

5.14 Operator Assistance

The following surcharges are applied on a per call basis: (D)

| | Automated | Live |
|---|---|---|
| Third Number Billing | $ 1.30 | $ 1.30 |
| Collect Calling | N/A | $ 3.50 |
| Person to Person | $ 4.50 | $ 4.50 |
| Station to Station | $ 2.30 | $ 2.30 |

| | |
|---|---|
| Busy Line Verification and Interrupt Service: | |
| Busy Line Verification | $ 3.00 |
| Busy Line Interrupt | $ 6.00 |

(D)



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.15 Directory Listings

| Non-Recurring Charges | Rates |
|---|---|
| Primary Listing * | $25.00 |
| Additional Listing | $25.00 |
| Non-Listed Number | $25.00 |
| Non-Published Number | $25.00 |

* There will be no non-recurring charge for a Primary Listing if requested as a part of the order initiating service.

| Monthly Recurring Charges | |
|---|---|
| Primary Listing | N/C |
| Additional Listing | $2.10 |
| Non-Listed Number | $1.00 |
| Non-Published Number | $1.00 |

5.16 Intercept and Number Referral Service

| Number Referral Service | Rates |
|---|---|
| Duration | Non-Recurring Charge |
| 1 Month | $10.00 |
| 2 Months | $20.00 |
| 3 Months | $30.00 |
| 6 Months | $45.00 |
| 9 Months | $55.00 |
| 12 Months | $65.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.17 Private Switch / Automatic Location Identification (PS/ALI)

| | NRC (Installation) | MRC |
|---|---|---|
| Up to 1,000 station records per Customer. | $4,375.00 | $200.00 per 1,000 records (or fraction thereof) |
| 1,001- 4,000 station records per Customer | $4,700 | $175.00 per 1,000 records (or fraction thereof) |
| 4,001 or more station records per Customer | $5,400 | $150.00 per 1,000 records (or fraction thereof) |
| License fee for each additional load file. | $600.00 | |

5.18 Arizona Universal Service Fund Charges

| | |
|---|---|
| Per access line per month | $0.009119 |
| Per trunk per month | $0.091193 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.19 Metra Plus XOption Service Offering[1]

Metra Plus XOption #7

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$1,386.56 | (I) |
| | B=$ 1,515.94 | |
| | C=$1,648.13 | |
| | D=$2,307.66 | (I) |
| Non-Recurring Charge | $999.00 | |

Metra Plus XOption #13

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$2,262.66 | (I) |
| | B=$2,916.56 | |
| | C=$4,020.47 | |
| | D=$5,124.38 | (I) |
| Non-Recurring Charge | $1,800.00 | |

Metra Plus XOption #15

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$2,262.66 | (I) |
| | B=$2,916.56 | |
| | C=$4,020.47 | |
| | D=$5,124.38 | (I) |
| Non-Recurring Charge | $1,800 | |

Metra Plus XOption #16

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$1,386.56 | (I) |
| | B=$1,515.94 | |
| | C=$ 1,648.13 | |
| | D=$2,307.66 | (I) |
| Non-Recurring Charge | $999.00 | |

[1]Effective December 4, 2008, this service will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.20 Volume Discount Plans - (apply to the following:)

Business Lines
Enhanced Business Lines
Analog & Digital Trunks
Centrex Lines & Trunks

| No. of Lines | 1-Year | 3-Year | 5-Year |
|---|---|---|---|
| 100-249 | up to 5% | up to 10% | up to 15% |
| 250-499 | up to 7% | up to 12% | up to 17% |
| 500-749 | up to 10% | up to 15% | up to 20% |
| 750-999 | up to 15% | up to 20% | up to 25% |
| 1000+ | up to 20% | up to 25% | up to 30% |

The discount matrix below applies to the following:

PRI

| No. of Lines | 1-Year | 3-Year | 5-Year |
|---|---|---|---|
| 5-10 | up to 5% | up to 10% | up to 15% |
| 11-20 | up to 7% | up to 12% | up to 17% |
| 21-35 | up to 10% | up to 15% | up to 20% |
| 36-50 | up to 15% | up to 20% | up to 25% |
| 51-100 | up to 20% | up to 25% | up to 30% |
| 101+ | up to 25% | up to 30% | up to 35% |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.21 XO Premium Integrated Access Service*

| | | |
|---|---|---|
| Non-Recurring Charges | | |
| Single DS1 or ISDN PRI: | $999.00 | |
| Capacity Exceeding DS1or IDSN PRI: | ICB | |
| Service order charges apply as described in Section 5.23.0 of this tariff. | | |
| | | |
| Monthly Recurring Charges | | |
| ISDN-PRI: | $1,000.00 | (I) |
| Per Line: | | |
| Basic Business Line | $42.26 | (I) |
| Trunks: Per Channel | | |
| Basic Analog Trunk: | | |
| In Only | $38.98 | |
| Out Only | $31.99 | |
| Two Way | $35.77 | |
| Advanced Analog Trunk | | |
| In-Only w/DID: | $82.46 | |
| Basic Digital Trunk: | $38.29 | (I) |
| Facility charge: | $311.85 | |
| Advanced Digital Trunk: | | |
| In-only w/DID | $73.51 | (I) |
| Two-way w/DID | $79.08 | (I) |
| Facility charge: | $113.40 | |
| Enhanced Integrated Feature | $6.95 | |

* As of December 31, 2006, this product will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.22 Commercial Private Line Services

**DS-1 Rates**

1) Channel Termination

| | Monthly Recurring Charges (per point of termination) | Nonrecurring Charges (per point of termination) |
|---|---|---|
| 1 year | $105.00 | $300.00 |
| 2 year | $100.00 | $300.00 |
| 3 year | $ 94.00 | $300.00 |

2) Mileage:

| | Monthly Recurring Charges | | |
|---|---|---|---|
| 0 Miles | 1 Year | 2 Year | 3Year |
| Fixed | 00.00 | 0.00 | 0.00 |
| Per Mile | 00.00 | 0.00 | 0.00 |
| Over 0 Miles | | | |
| Fixed | $66.50 | $63.00 | $60.00 |
| Per Mile | $10.50 | $10.00 | $ 9.50 |

**DS-3 Rates**

1) Channel Termination

| | Monthly Recurring Charges (per point of termination) | Nonrecurring Charges (per point of termination) |
|---|---|---|
| 1 year | $1,354.00 | $300.00 |
| 2 year | $1,283.00 | $300.00 |
| 3 year | $1,200.00 | $300.00 |

2) Mileage:

| | Monthly Recurring Charges | | |
|---|---|---|---|
| 0 Miles | 1 Year | 2 Year | 3Year |
| Fixed | 00.00 | 0.00 | 0.00 |
| Per Mile | 00.00 | 0.00 | 0.00 |
| Over 0 Miles | | | |
| Fixed | $265.00 | $252.00 | $237.00 |
| Per Mile | $33.00 | $31.00 | $29.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.23 Foreign Exchange

| Access Type | MRC | NRC |
|---|---|---|
| Foreign Exchange Business Line | $20.00 | $25.00 |
| Foreign Exchange Centrex Line | $20.00 | $25.00 |
| Foreign Exchange ISDN-BRI | $20.00 | $25.00 |
| Foreign Exchange Trunk (per DS0 channel) | $20.00 | $25.00 |
| Foreign Exchange Full Switched T1 | $500.00 | $200.00 |
| Foreign Exchange ISDN-PRI | $500.00 | $200.00 |

5.23.0 Service Order Charges

| | |
|---|---|
| PrimaryService Order Charge | $50.00 per order |
| Record Order Charge | $15.00 per order |
| Subsequent Order Charge | $50.00 per order |
| PIC Change Charge | $5.00 per line |
| Line Restoral Charge | $20.00 per line |
| Technician Visit Charge | $150.00 per occurence |

5.23.0.1 Emergency Redundancy Routing

| | | |
|---|---|---|
| Monthly Recurring Charge | $ 29.00per T1 | (I) |
| Non-Recurring Charge | $250.00 per T1 | |

5.23.0.2 Historic Invoices

| Format | Rate Per Invoice |
|---|---|
| Electronic | $10.00 |
| CSV/CD of CDR | $25.00 |

5.23.0.3 Premises Visit and Trouble Isolation Charge

| Non-Recurring Charge | |
|---|---|
| Technician Visit Charge | $150.00 per occurrence |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.23.0.4 Business Services Basic Business Line Service*

| Business Services Basic Business Line | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| 1 Year Rate | $48.00 | $59.05 | (I) |
| 2 Year Rate | $48.00 | $59.05 | \| |
| 3 Year Rate | $48.00 | $56.24 | (I) |
| | | | |
| Features | | | |
| Anonymous Call Rejection | $ 4.00 | $ 4.00 | |
| Call Forward Busy | $ 4.00 | $ 3.00 | |
| Call Forward No Answer | $ 4.00 | $ 3.00 | |
| Call Forward No Answer Ring Select | $ 4.00 | $ 3.00 | |
| Call Forward Variable | $ 4.00 | $ 4.00 | |
| Call Forwarding of Call Waiting Calls | $ 4.00 | $ 3.00 | |
| Call Transfer w/Consultation Hold | $ 4.00 | $ 5.00 | |
| Call Waiting w/ Cancel Call Waiting | $ 4.00 | $ 6.00 | |
| Caller ID Name & Number | $ 4.00 | $ 6.00 | |
| Caller ID w/ Name | $ 4.00 | $ 7.00 | |
| Distinctive Ringing w/Call Waiting Tone | $ 4.00 | $ 1.00 | |
| Automatic Line | $ 4.00 | $ 2.00 | |
| Hunting | $11.00 | $ 7.00 | |
| Automatic Call Back | $ 4.00 | $ 3.00 | |
| SimRing | $16.00 | $12.00 | |
| Remote Access to Call Forwarding | $ 4.00 | $ 7.00 | |
| Repeat Dialing (Automatic Recall) | $ 4.00 | $ 3.00 | |
| Selective Call Acceptance | $ 4.00 | $ 7.00 | |
| Selective Call Forwarding | $ 4.00 | $ 7.00 | |
| Selective Call Rejection | $ 4.00 | $ 7.00 | |
| Speed Calling – 30 Numbers | $ 4.00 | $ 4.00 | |
| Speed Calling – 8 Numbers | $ 4.00 | $ 3.00 | |
| Three Way Calling w/Consultation Hold | $ 4.00 | $ 3.00 | |
| Touchtone | $ 0.00 | $ 0.00 | |
| | | | |
| Proposed Feature Packages | | | |
| Feature Package 2 | $ 8.00 | $ 6.65 | |
| Feature Package 3 | $12.00 | $10.80 | |
| Feature Package 4 | $16.00 | $11.90 | |
| Feature Package 5 | $20.00 | $16.80 | |
| Feature Package 6 | $24.00 | $21.00 | |

* As of April 1, 2007, this product will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.23.0.5 Small Business Basic Business Line Service II

| Small Business Basic Business Line II | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| 1 Year Rate | $48.00 | $44.99 | (I) |
| 2 Year Rate | $48.00 | $44.99 | \| |
| 3 Year Rate | $48.00 | $42.99 | (I) |
| | | | |
| Features | | | |
| Anonymous Call Rejection | $ 4.00 | $ 4.00 | |
| Call Forward No Answer Ring Select | $ 4.00 | $ 3.00 | |
| Call Forwarding of Call Waiting Calls | $ 4.00 | $ 3.00 | |
| Call Waiting w/ Cancel Call Waiting | $ 4.00 | $ 6.00 | |
| Distinctive Ringing w/Call Waiting Tone | $ 4.00 | $ 1.00 | |
| Automatic Line | $ 4.00 | $ 2.00 | |
| Automatic Call Back | $ 4.00 | $ 3.00 | |
| SimRing | $16.00 | $12.00 | |
| Remote Access to Call Forwarding | $ 4.00 | $ 7.00 | |
| Repeat Dialing (Automatic Recall) | $ 4.00 | $ 3.00 | |
| Selective Call Acceptance | $ 4.00 | $ 7.00 | |
| Selective Call Forwarding | $ 4.00 | $ 7.00 | |
| Selective Call Rejection | $ 4.00 | $ 7.00 | |
| Speed Calling – 30 Numbers | $ 4.00 | $ 4.00 | |
| Speed Calling – 8 Numbers | $ 4.00 | $ 3.00 | |
| Touchtone | $ 0.00 | $ 0.00 | |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.23.0.6 Business Services Basic Business Line Service II

| Business Services Basic Business Line II | Non-Recurring | Monthly Recurring | |
|---|---|---|---|
| 1 Year Rate | $48.00 | $59.05 | (I) |
| 2 Year Rate | $48.00 | $59.05 | \| |
| 3 Year Rate | $48.00 | $56.24 | (I) |
| | | | |
| Features | | | |
| Anonymous Call Rejection | $ 4.00 | $ 4.00 | |
| Call Forward No Answer Ring Select | $ 4.00 | $ 3.00 | |
| Call Forwarding of Call Waiting Calls | $ 4.00 | $ 3.00 | |
| Call Waiting w/ Cancel Call Waiting | $ 4.00 | $ 6.00 | |
| Distinctive Ringing w/Call Waiting Tone | $ 4.00 | $ 1.00 | |
| Automatic Line | $ 4.00 | $ 2.00 | |
| Automatic Call Back | $ 4.00 | $ 3.00 | |
| SimRing | $16.00 | $12.00 | |
| Remote Access to Call Forwarding | $ 4.00 | $ 7.00 | |
| Repeat Dialing (Automatic Recall) | $ 4.00 | $ 3.00 | |
| Selective Call Acceptance | $ 4.00 | $ 7.00 | |
| Selective Call Forwarding | $ 4.00 | $ 7.00 | |
| Selective Call Rejection | $ 4.00 | $ 7.00 | |
| Speed Calling – 30 Numbers | $ 4.00 | $ 4.00 | |
| Speed Calling – 8 Numbers | $ 4.00 | $ 3.00 | |
| Touchtone | $ 0.00 | $ 0.00 | |

5.23.0.7 Returned Check Charge

Non-Recurring Charge $25.00

5.23.0.8 Supplemental Change Charge

| | NON-RECURRING CHARGES | | |
|---|---|---|---|
| | Timeframe of Change Request | | |
| Monthly Recurring Charge Range | Within 2 Business Days of Order Acceptance | On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date | Within 5 Business Days of Due Date |
| Up to $500.99 | $0.00 | $100.00 | $200.00 |
| $501.00 to $2,000.99 | $0.00 | $200.00 | $350.00 |
| $2,001.00 and Up | $0.00 | $300.00 | $500.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

The following sections will apply to customers who are served by a Central Office where the former Allegiance Telecom of Arizona, Inc. has facilities and to existing Customers of XO Arizona, Inc. as of February 6, 2005.

**Category Two - Sections 5.24 thru 5.53**

5.24 Connection Charges

| | Non-Recurring |
|---|---|
| Restoral Charge, after company-initiated suspension, per line | $20.00 |
| Line Connection Charge, per line or trunk | $56.00 |
| Record Changes, per billing record change order | $15.00 |
| Primary Service Order Charge, per order | $50.00 |
| Secondary Service Order, per order | $50.00 |
| Technician Visit Charge, per occurrence | $150.00 |

5.25 Premises Visit and Trouble Isolation Charge (N)

Technician Visit Charge $150.00 per occurrence (N)

5.26 Presubscription-2 (PIC)

| | Non-Recurring |
|---|---|
| Each Carrier Change, per line (Changing either InterLATA or IntraLATA PIC) | $5.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.27 Small Business Basic Business Local Line Service*

| | Recurring | |
|---|---|---|
| Initial Business Line, Direct Connect | $38.99 | **(T)** |
| Each Additional Business Line, Direct Connect | $38.99 | **(T)** |
| Initial Business Line | $22.65 | **(T)(I)** |
| Each Additional Business Line | $22.65 | **(T)(I)** |

5.28 Small Business Basic Business Multi-Line Service*

| | Recurring | |
|---|---|---|
| Initial Business Multi-Line, Direct Connect | $38.99 | **(T)** |
| Each Additional Business Multi-Line, Direct Connect | $38.99 | **(T)** |
| Initial Business Multi-Line | $22.65 | **(T)(I)** |
| Each Additional Business Multi-Line | $22.65 | **(T)(I)** |

5.29 Local Analog PBX Trunk Service (per trunk)**

| | Recurring |
|---|---|
| Two-Way | $40.44 |
| Inbound Only | $40.44 |
| Outbound Only | $40.44 |
| DID Inbound Only (per DID trunk) | $48.84 |

* As of April 1, 2007, this product will be available only to current customers at their current location.
**As of April 30, 2007, this product will only be available to current customers.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.30 Local Digital PBX Trunk Service*

| | Recurring | Non-Recurring |
|---|---|---|
| Digital Switched Service Facility, per T-1 | | |
| All basic trunks or combination of basic and advanced trunks | $378.00 | $265.33 |
| All advanced trunks | $157.50 | $265.33 |
| Trunk Group Services | | |
| Basic Trunks, per trunk | | |
| In-Only | $31.50 | $ 0.00 |
| Out Only | $31.50 | $ 0.00 |
| Two-Way | $31.50 | $ 0.00 |
| Advanced Trunks, per trunk (requires DID trunk termination) | | |
| In-Only (w/DID and Hunting) | $31.50 | $ 0.00 |
| Two-Way (w/DID and Hunting) | $31.50 | $ 0.00 |
| In-Only (w/DID and Hunting) | $31.50 | $ 0.00 |
| Two-Way (w/DID and Hunting) | $31.50 | $ 0.00 |

5.31 Local ISDN-PRI*

| | Recurring | Non-Recurring | |
|---|---|---|---|
| PRI Service Configuration, per PRI | | | |
| 23B+1D Channels | $864.00 | $0.00 | (I) |
| 24B Channels | $864.00 | $0.00 | \| |
| 23B + Back-up D Channel | $864.00 | $0.00 | (I) |
| PRI Trunk Group Connection, per B Channel | | | |
| (DID trunk termination is required for all DID capable channels) | | | |
| Incoming Trunk Group | $31.50 | $0.00 | |
| Outgoing Trunk Group | $31.50 | $0.00 | |
| Two-Way Trunk Group | $31.50 | $0.00 | |
| Service Feature Options (included in channel charge) | | | |
| Calling Number Identification | $0.00 | $0.00 | |
| Calling Number Identification Blocking (all calls) | $0.00 | $0.00 | |
| PRI Change Charge, per T-1 (all changes or rearrangements) | N/A | $100.00 | |

* As of April 30, 2007, these products will only be available to current customers.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.32 Integrated Services

5.32.1 Integrated Access Bundled Package* **(C)**

| | Recurring |
|---|---|
| 12 Voice Channels | $534.95 |
| 16 Voice Channels | $609.95 |
| 20 Voice Channels | $684.95 |
| 23 Voice Channels | $759.95 |
| | Non-Recurring Charge |
| Integrated Access Set-Up Fee | $899.00 |
| Change Charge (upgrade/downgrade Channels) | $30.00 |

5.32.2 Total Communications - 4 Line Base Package

| Monthly Recurring Charges: | Voice Channels Incremental Line Charge | |
|---|---|---|
| | MRC | NRC |
| Base Package | $165.80 | $899.00 |
| Incremental Lines | $ 41.45 | $ 56.00 |

5.32.3 Total Communications - 6 Line Base Package

| Monthly Recurring Charges: | Voice Channels Incremental Line Charge | |
|---|---|---|
| | MRC | NRC |
| Base Package | $248.70 | $899.00 |
| Incremental Lines | $ 41.45 | $ 56.00 |

5.32.4 Total Communications – With Digital Handoff

| Monthly Recurring Charges: | Voice Channels Incremental Line Charge | |
|---|---|---|
| | MRC | NRC |
| Base Package | $210.00 | $899.00 |
| Incremental Lines | $ 35.42 | $ 56.00 |

* As of December 31, 2006, this product will only be available to current customers at their current location. **(N)**



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.32 Integrated Services, (Cont'd/)

5.32.5 Integrated Services Non-Recurring Charges

Non-Recurring Charges - Maximum

| | |
|---|---|
| T-1/PRI Reconfiguration Charge (Any changes to T1/PRI Configuration or trunk groups) | $ 75.00 |

5.32.6 Integrated Services Other Charges

Integrated Services Charges (associated with Integrated Access and Total Communications Services)

Local Loop Expense Recoup - Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Access or Total Communications Service.

| | |
|---|---|
| Local Loop Expense Recoup, Per Month | $200.00 |

Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over $899.00 (Variable charge – per installation).



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.33 Central Office, Line and Trunk Features

5.33.1 Rates and Charges for Line Features

| Charges Applicable Per Line Equipped | Non-Recurring | Recurring | |
|---|---|---|---|
| Call Waiting | $13.00 | $7.50 | |
| Call Forwarding Variable | $13.00 | $4.80 | |
| Call Forwarding Busy Line | $13.00 | $3.00 | |
| Call Forwarding Don't Answer | $13.00 | $4.00 | |
| Call Forwarding Busy/Don't Answer | $13.00 | $5.50 | |
| Call Forwarding Busy Expanded | $13.00 | $3.00 | |
| Call Forwarding Busy External | $13.00 | $3.00 | |
| Call Forwarding Busy Overflow | $13.00 | $8.00 | |
| Call Forwarding Don't Answer Expanded | $13.00 | $4.00 | |
| Simultaneous Call Forwarding | $13.00 | $2.40 | |
| Call Forwarding Busy/Don't Answer Expanded | $13.00 | $5.50 | |
| Call Forwarding Busy/Don't Answer Overflow | $13.00 | $11.50 | |
| Remote Access to Call Forwarding* | $13.00 | $7.75 | |
| Simultaneous Call Forwarding | $13.00 | $2.40 | |
| Three Way Conference Calling/First Line | $13.00 | $4.00 | |
| Caller ID - Number | $13.00 | $7.50 | |
| Caller ID - Name and Number | $13.00 | $11.18 | (I) |
| Caller ID Privacy | $10.95 | $0.00 | |
| Anonymous Call Rejection | $13.00 | $0.00 | |
| Speed Dialing - 8 Codes | $13.00 | $3.00 | |
| Speed Dialing - 30 Codes | $13.00 | $4.50 | |
| Distinctive Ring Service - 1 number | $13.00 | $7.45 | |
| Distinctive Ring Service - 2 numbers | $13.00 | $5.25 | |
| Distinctive Ring Service - 3 numbers | $13.00 | $5.25 | |
| Auto Redial | $13.00 | $3.50 | |
| Call Return | $13.00 | $3.00 | |
| Call Transfer | $13.00 | $0.00 | |

The following features are available to the subscriber on a per activation basis:

| | Per Usage Charge |
|---|---|
| Three Way Conference Calling | $0.75 |
| Call Return/Auto Callback | $0.75 |
| Auto Redial | $0.75 |

* As of April 30, 2007, this product will only be available to current customers.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.33 Central Office, Line and Trunk Features, (Cont'd.)

5.33.2 Rates and Charges for Remote Call Forwarding

| | Recurring | Non-Recurring | |
|---|---|---|---|
| Remote Call Forwarding, per path | $26.73 | $30.00 | (I) |

5.33.3 Rates and Charges for Hunting Line Services

| | Recurring |
|---|---|
| Business Multi-Line Hunting and PBX Trunk Hunting: | |
| Multiline Hunt Service, per line | $8.00 |
| Circular Hunt Service, in addition to Series Hunt charges, per group | $3.00 |

5.33.4 Rates and Charges for Touch Tone Services

| | Non-Recurring | Recurring |
|---|---|---|
| Per Line or Trunk Equipped | $0.00 | $0.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.34 Directory Assistance Service

Directory Assistance Calls - A flat charge will apply per number requested from Directory Assistance.

| | Per Use | |
|---|---|---|
| Local Directory Assistance | $1.50 | (I) |

5.35 Local Operator Services

Local exchange and IntraLATA calls may be placed on an operator-assisted basis.

In addition to the usage charges identified herein, the following operator-assisted charges will apply:

| Per Call Charges: | IntraLATA | Local |
|---|---|---|
| Person-to-Person (Customer Dialed) | $3.90 | $3.90 |
| Station-to-Station (Customer Dialed) | $3.50 | $3.50 |
| Third Number Billing | $1.45 | $1.45 |
| Collect Call | $1.45 | $1.45 |

5.36 Busy Verification and Interrupt Service

| | Per Call |
|---|---|
| Verification Charge, each request | $1.60 |
| Interrupt Charge, each request | $3.30 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.37 Directory Listing Services

| | Recurring |
|---|---|
| Primary Listing | $0.00 |
| Extra Listing/Optional | $3.00 |
| Extra Line Listing/Optional | $3.00 |
| Additional Listing/Optional | $3.00 |
| Non-Published Listing/Optional | $1.80 |
| Non-Listed Listing/Optional | $1.45 |
| Foreign Listing/Optional B each | $3.00 |
| Secretarial Listing/Optional B each | $3.00 |
| Alternative Listing/Optional | $3.00 |
| Alpha Listing/Optional | $3.00 |
| Duplicate Listing/Optional | $3.00 |
| Informational Listing/Optional | $3.00 |
| Cross Reference Listing | $3.00 |
| Caption Listing | $0.00 |

5.38 Blocking Service

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

| | Recurring | Non-Recurring |
|---|---|---|
| Toll Restriction/Per Line (Restricts 1+, 0+, 976, 900, and 1-411 | $27.50 | $5.00 |
| 976/900 Restriction | $0.00 | $0.00 |
| 1010XXX Blocking | $0.10 | $3.00 |

5.39 Select Usage Call Detail

Call Detail Record, per line, per service location, per billing cycle $20.00



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.40 DID Service For Voice Grade Channels

Charges are in addition to Local Trunk services as described within this tariff. Additional nonrecurring charges may apply as described in Section 4 of this tariff.

| | Recurring | Non-Recurring | |
|---|---|---|---|
| DID Trunk Termination/Per DID Trunk (includes Touch Tone, in addition to Trunk, Line, and channel charges) | $ 45.00 | $ 57.00 | |
| Block of 20 Sequential DID Numbers, per block | $ 5.63 | $ 20.00 | (I) |
| DID Non-sequential Numbers, per number | $ 0.15 | $ 1.00 | |
| Block of 100 Sequential DID Numbers, per block | $ 23.91 | $ 20.00 | (I) |

(D)
|
(D)



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.42 True Business Total Communications and Digital Total Communications*

| Monthly Recurring Charges | One Year Term | Two Year Term | Three Year Term |
|---|---|---|---|
| Voice Package Price | $185.70 | $161.70 | $155.70 |
| Incremental Line Price | $30.95 | $26.95 | $25.95 |

| | Non-Recurring |
|---|---|
| Base Package Installation Fees | $199 |
| Incremental Voice Line Package Installation Fees [3] | $20 |

5.43 PRI Bundled Package #2

| | One Year Term | Two Year Term | Three Year Term | |
|---|---|---|---|---|
| Monthly Recurring | $781.33 | $723.49 | $667.93 | (R) |
| Non-Recurring | $1000.00 | $1000.00 | $1000.00 | |
| Optional Features | MRC | | | |
| Caller ID Name & Number | $75.00 | | | |

* As of December 31, 2006, this product will only be available to current customers at their current location.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.44 True Business Solutions

The True Business Solutions bundled package [1] is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding tax. Upgrade packages are available to include additional features or incremental lines.

| | One Year Term | Two Year Term | Three Year Term | |
|---|---|---|---|---|
| Base Package Includes | $257.33 | $247.49 | $232.02 | (I) |
| Three (3) business lines<br>Touch-tone<br>Hunting<br>Unlimited Local Calls<br>1500 IntraLATA Minutes<br>200 Long Distance Minutes per location (Additional minutes can be purchased)<br>Choice of six (6) features on each line from the You Choose feature package options3. | | | | |
| Incremental Line Package Includes | $77.33 | $77.33 | $71.70 | (I) |
| One (1) line<br>Touch-tone<br>Hunting<br>Unlimited Local Calls<br>500 LATA Minutes<br>200 Long Distance Minutes per location (Additional minutes can be purchased)<br>Choice of six (6) features on each line from the You Choose feature package options | | | | |

1- True Business Solutions is not eligible for further discounting
2- The Company must be selected as the LATA and LD service provider.
3- Reference Section 11 in this tariff for the Your Choose Feature Package.

3 Please Reference Section 11.4 in this tariff document for the You Choose Feature Package.



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.44 True Business Solutions, (Cont'd.)

| True Business Long Distance Buckets [4 5] | Incremental Charge | Overage |
|---|---|---|
| 200 Minute Long Distance Bucket | $0.00 | $0.069 |
| 500 Minute Long Distance Bucket | $13.75 | $0.069 |
| 1500 Minute Long Distance Bucket | $57.50 | $0.069 |
| 2500 Minute Long Distance Bucket | $90.00 | $0.049 |

| | Non-Recurring Charge: |
|---|---|
| Basic Package Installation Fees | $126.00 |
| Incremental Line Package Installation Fees | $42.00 |
| Feature Package Installation Fees | No Charge |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.45 You Choose Features Package

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business Solution SM subscribers receive this package at no additional cost.

| | One Year Term | Two Year Term |
|---|---|---|
| You Choose Features Package | $ 14.00 | $ 12.00 |

Feature Options Include:
Caller Identification Name and Number
Remote Access to Call Forwarding
Call Forwarding Variable
Call Waiting/Cancel
Call Return
Three way Calling
Speed Dial 8
Speed Dial 30
Auto Redial
Call Forwarding – Busy/Don't Answer
Call Forwarding – Busy
Call Forwarding – Don't Answer



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.46 Returned Check Charge (N)

Non-Recurring Charge $25.00 (N)



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**SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)**

(M)/(T)

5.47 [Reserved for Future Use]

(M)/(T)

*Material previously located on this page has been moved to page 177.4*



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.48 PRI Bundled Package

The PRI Bundled Package provides eligible1 customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

| | |
|---|---|
| PRI Bundled Package, Monthly Recurring | $ 733.95 |

5.49 JustCom Service

JustCom Service is a bundled small business package of four exchange access lines. The product offers local usage, intrastate and interstate outbound and tool-free long distance usage, eight custom calling features and a directory listing for a single flat-rated price. JustCom Service is available to customers on a month to month basis.

| Basic Package | Monthly Recurring Charge | Non-Recurring |
|---|---|---|
| | $159.95 | $0.00 |

| Each Additional Line | Monthly Recurring Charge | Non-Recurring |
|---|---|---|
| | $39.95 | $0.00 |

5.50 Payphone Surcharge

Per Call $ 0.50

5.51 Emergency Redundancy Routing

| | | |
|---|---|---|
| Monthly Recurring Charge | $28.00 per T1 | (I) |
| Non-Recurring Charge | $250.00 per T1 | |

5.52 Historic Invoices

| Format | Rate Per Invoice |
|---|---|
| Electronic | $10.00 |
| CSV/CD of CDR | $25.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.53 Business Services Basic Business Local Line Service

| | Recurring | |
|---|---|---|
| Initial Line, Direct Connect | $46.41 | (T) |
| Each Additional Line, Direct Connect | $46.41 | (T) |
| Initial Line | $35.14 | (T)(I) |
| Each Additional Line | $35.14 | (T)(I) |

5.54 Business Services Basic Business Multi-Line Service

| | Recurring | |
|---|---|---|
| Initial Multi-Line, Direct Connect | $46.41 | (T) |
| Each Additional Multi-Line, Direct Connect | $46.41 | (T) |
| Initial Line | $35.14 | (T)(I) |
| Each Additional Line | $35.14 | (T)(I) |

5.55 Small Business Basic Business Local Line Service II

| | Recurring | |
|---|---|---|
| Initial Line, Direct Connect | $38.99 | (T) |
| Each Additional Line, Direct Connect | $38.99 | (T) |
| Initial Line | $22.65 | (T)(I) |
| Each Additional Line | $22.65 | (T)(I) |

5.56 Small Business Basic Business Multi-Line Service II

| | Recurring | |
|---|---|---|
| Initial Multi-Line, Direct Connect | $38.99 | (T) |
| Each Additional Multi-Line, Direct Connect | $38.99 | (T) |
| Initial Line | $22.65 | (T)(I) |
| Each Additional Line | $22.65 | (T)(I) |

5.57 Digital PBX Bundled Package

| Monthly Recurring Charge | Maximums: Non-Term Rate | 1 Yr. Term | 2 Yr. Term | 3 Yr. Term | |
|---|---|---|---|---|---|
| 12 Channels | $ 616.00 | | | | |
| 16 Channels | $ 715.00 | | | | |
| 20 Channels | $ 808.50 | | | | |
| Digital PBX Package – 24 channels | | $ 795.80 | $ 736.89 | $ 680.30 | (I) |
| 20 DID Block | $ 5.63 | | | | (I) |
| 100 DID Block | $ 23.91 | | | | |

| Non-Recurring Charges | Maximums |
|---|---|
| Package Installation Fees | $ 899.00 |
| Trunk Change Charge | $ 50.00 |
| DID Setup Fee | |
| 20 DID Block | $ 20.00 |
| 100 DID Block | $ 20.00 |



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## SECTION 5 - CURRENT RATES & CHARGES, (CONT'D.)

5.58 Supplemental Change Charge

| | NON-RECURRING CHARGES | | |
|---|---|---|---|
| | Timeframe of Change Request | | |
| Monthly Recurring Charge Range | Within 2 Business Days of Order Acceptance | On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date | Within 5 Business Days of Due Date |
| Up to $500.99 | $0.00 | $100.00 | $200.00 |
| $501.00 to $2,000.99 | $0.00 | $200.00 | $350.00 |
| $2,001.00 and Up | $0.00 | $300.00 | $500.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES

6.1 Integrated Services Digital Network (ISDN)

| | Nonrecurring |
|---|---|
| Each 23b+d or 24b PRI | $1,000.00 |
| Each 2b+d BRI | $100.00 |

Monthly Recurring Charge

| | Mo.-to-Mo. | 1-Year | 2 Year | 3-Year | 5-Year | |
|---|---|---|---|---|---|---|
| Each 23b+d or 24b PRI | $1,470.00 | $1,312.50 | | $1,155.00 | $ 945.00 | |
| Each 2b+d BRI | $77.63 | $64.13 | $59.63 | $58.50 | | **(I)(D)** |

| Additional Features - PRI | Nonrecurring |
|---|---|
| DID Numbers, per number | $ 1.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.2 Local Line

| | Non-Recurring Charges |
|---|---|
| Service Connection Charge, per line | $50.00 |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff. (D)(N (D) | (D)

| | Monthly Recurring Charges | | | |
|---|---|---|---|---|
| | Mo.-to-Mo | 1-Year | 3-Year | 5-Year |
| Basic Business Line | $32.92 | $31.87 | $29.82 | $27.30 |
| Enhanced Business Line | $37.35 | $28.95 | $27.00 | $23.65 |

| Optional Features for Basic Business Line, each line | |
|---|---|
| Call Forward Busy | $2.00 |
| Call Forward Busy/No Answer | $3.00 |
| Call Forward No Answer | $2.00 |
| Call Forward Flexible | $3.00 |
| Call Forward No Answer Multiple Stations | $4.00 |
| Call Hold | $2.00 |
| Call Park | $2.00 |
| Call Pickup | $2.00 |
| Call Transfer, Consultation & Conference | $4.00 |
| Call Waiting | $5.00 |
| Call Waiting Cancel | $1.00 |
| Caller ID Name & Number | $6.00 |
| Caller ID Blocking | $1.50 |
| Circular Hunting | $4.00 |
| Sequential Hunting | $4.00 |
| Automatic Call Back | $2.00 |
| Remote Access Call Forward | $5.00 |
| Service Restrictions | $2.00 |
| Speed Call (up to 8 numbers) | $3.00 |
| Six-Way Calling | $4.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.3 Local Trunks

| | Non-Recurring Charges | |
|---|---|---|
| Installation Charge | | |
| Per DSO Equivalent Channel Activated | $50.00 | |
| Per Digital Transport Facility | $500.00 | |
| Per Trunk Configured for DID Service | $35.00 | |
| Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff. | | **(D)(N)** |
| | | **(D)** |
| | | **(D)** |

| | Monthly Recurring Charges | | | |
|---|---|---|---|---|
| Local Trunk - Analog | Mo.-to-Mo. | 1-Year | 3-Year | 5-Year |
| In-Only | $39.74 | $35.54 | $32.50 | $29.14 |
| In-Only with Hunting | $47.36 | $43.31 | $39.69 | $35.80 |
| In-Only DID Capable | $98.28 | $91.61 | $84.84 | $77.28 |
| Out-Only | $39.74 | $35.54 | $32.50 | $29.14 |
| 2-Way | $39.74 | $35.54 | $32.50 | $29.14 |
| 2-Way DID Capable | $129.83 | $123.17 | $115.13 | $105.79 |
| Local Trunk - Digital | Mo.-to-Mo. | 1-Year | 3-Year | 5-Year |
| Basic Digital Trunk | $29.93 | $28.88 | $27.09 | $24.89 |
| Basic Digital Transport Facility | $357.00 | $346.50 | $325.50 | $299.25 |
| In-Only & In-Only With DID | $58.800 | $55.44 | $51.82 | $43.94 |
| In-Only Digital Transport Facility | $131.25 | $126.00 | $119.70 | $98.70 |
| Out-Only | $23.10 | $22.16 | $20.74 | $17.59 |
| Out-Only Digital Transport Facility | $131.25 | $126.00 | $119.70 | $98.70 |
| 2-Way DID | $58.80 | $55.44 | $51.82 | $43.94 |
| 2-Way Digital Transport Facility | $131.25 | $126.00 | $119.70 | $98.70 |

| Optional Features | |
|---|---|
| Hunting | $4.00 |
| DID Numbers (per number) | $0.15 |
| DID Number – Block of 20 Numbers | $3.00 |
| Non-Sequential Numbers (per number) | $0.15 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.4 Centrex Service

Nonrecurring Charges

| | |
|---|---|
| Line Connection Charge (per line) | $ 45.00 |

Monthly Recurring Charges

| | Mo.-to-Mo. | 1-Year | 3-Year | 5-Year |
|---|---|---|---|---|
| Centrex Line, each | | | | |
| 11-30 | $ 30.00 | $ 28.00 | $ 26.00 | $ 24.00 |
| 31-50 | $ 29.00 | $ 27.00 | $ 25.00 | $ 23.00 |
| 51-100 | $ 28.00 | $ 26.00 | $ 24.00 | $ 22.00 |
| 100+ | $ 27.00 | $ 25.00 | $ 23.00 | $ 21.00 |

Adds, Moves, Changes

| | |
|---|---|
| Add'l Lines (Ordered after initial install) | $ 65.00 per line |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff.

Optional Features

| | |
|---|---|
| Automatic Route Selection | $ 150.00 |
| Caller ID Name & Number | $3.50 |
| Distinctive Ringing | $7.50 |
| Automatic Line | $0.50 |
| Multiple Appearance Directory Numbers | $6.00 |
| Music on Hold | $0.75 |
| Night Service | $NC |
| Remote Access Forwarding | $5.00 |
| Uniform Call Distribution | $5.00 |

(D)



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.4 Centrex Service, (Cont'd.)

Centrex Trunk-Side Service
Nonrecurring Charges

| | |
|---|---|
| Trunk Connection Charge (per line) | |
| Analog (DID/DOD) | $ 25.00 |
| Analog 2-Way DID | $ 45.00 |
| Digital 2-Way DID | $ 45.00 |

| | Monthly Recurring Charges | | | |
|---|---|---|---|---|
| Analog (DID/DOD) | Mo.-to-Mo. | 1-Year | 3-Year | 5-Year |
| Centrex Line, each | | | | |
| 11-30 | $ 25.00 | $ 24.00 | $ 22.00 | $ 20.00 |
| 31-50 | $ 24.00 | $ 23.00 | $ 21.00 | $ 19.00 |
| 51-100 | $ 23.00 | $ 22.00 | $ 20.00 | $ 18.00 |
| 100+ | $ 22.00 | $ 21.00 | $ 19.00 | $ 17.00 |
| Analog 2-Way DID | | | | |
| Centrex Line, each | | | | |
| 11-30 | $ 90.00 | $ 85.00 | $ 80.00 | $ 75.00 |
| 31-50 | $ 88.00 | $ 83.00 | $ 78.00 | $ 73.00 |
| 51-100 | $ 86.00 | $ 81.00 | $ 76.00 | $ 71.00 |
| 100+ | $ 84.00 | $ 79.00 | $ 74.00 | $ 69.00 |
| Digital 2-Way DID | | | | |
| Centrex Line, each | | | | |
| 11-30 | $ 60.00 | $ 58.00 | $ 56.00 | $ 54.00 |
| 31-50 | $ 59.00 | $ 57.00 | $ 55.00 | $ 53.00 |
| 51-100 | $ 58.00 | $ 56.00 | $ 54.00 | $ 52.00 |
| 100+ | $ 57.00 | $ 55.00 | $ 53.00 | $ 51.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.4 Centrex Service, (Cont'd.)

Optional Features

The following station features are available for $0.50 per station per month:

| | |
|---|---|
| Call Forwarding Busy | Three- or Six-Way Conferencing |
| Call Forwarding No Answer | DID-DO |
| Call Forwarding Variable | Hunting |
| Call Hold | Speed Calling – 30 numbers |
| Call Park | Caller ID Blocking |
| Call Pickup | Call Waiting/Cancel Call Waiting |
| Last Number Redial | |

The following features are available at the following rates:

| Monthly Recurring Charges | Rates |
|---|---|
| Automatic Route Selection | $150.00 |
| Caller ID Name & Number | $3.50 |
| Distinctive Ringing | $2.00 |
| Hot Line | $0.50 |
| Multiple Appearance Directory Numbers | $5.00 |
| Music On Hold | $0.75 |
| Night Service | $NC |
| Remote Access Forwarding | $3.00 |

(D)

| Adds, Moves, Changes | Rates |
|---|---|
| Add'l Trunks (Ordered after initial install) | $65.00 per trunk |

Service order charges apply as described in Section 3.1.0 & 5.23.0 of this tariff.



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.5 XOption Service Offerings

XOption #1

| | |
|---|---|
| Monthly Recurring Charge | A=$ 1,029.38 |
| | B=$ 1,225.13 |
| | C=$1,422.00 |
| | D=$2,505.38 |
| Non-Recurring Charge | $800.00 |

XOption #2

| | |
|---|---|
| Monthly Recurring Charge | A=$1,343.25 |
| | B=$1,472.63 |
| | C=$1,669.50 |
| | D=$2,764.13 |
| Non-Recurring Charge | $800.00 |

XOption #3

| | |
|---|---|
| Monthly Recurring Charge | A=$1,298.25 |
| | B=$1,494.00 |
| | C=$1,689.75 |
| | D=$2,785.50 |
| Non-Recurring Charge | $800.00 |

XOption #4

| | |
|---|---|
| Monthly Recurring Charge | A=$1,606.50 |
| | B=$1,737.00 |
| | C=$1,933.88 |
| | D=$3.040.31 |
| Non-Recurring Charge | $800.00 |

XOption #5

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$2,830.79 | (I) |
| | B=$3,131.73 | |
| | C=$3,380.63 | |
| | D=$3,500.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| XOption #6 | | |
| Monthly Recurring Charge | A=$3,000.00 | (I) |
| | B=$3,439.69 | |
| | C=$3,500.00 | (I) |
| | D=$3,232.75 | |
| Non-Recurring Charge | $1,800.00 | |
| XOption #7 | | |
| Monthly Recurring Charge | A=$1,737.43 | (I) |
| | B=$1,965.94 | |
| | C=$2,196.56 | |
| | D=$3,000.00 | (I) |
| Non-Recurring Charge | $999.00 | |
| XOption #8 | | |
| Monthly Recurring Charge | A=$67.20 | |
| | B=$77.70 | |
| | C=$88.20 | |
| | D=$144.90 | |
| Non-Recurring Charge | A=$67.20 | |
| | B=$ 77.70 | |
| | C=$ 88.20 | |
| | D=$ 144.90 | |
| XOption #9 | | |
| Monthly Recurring Charge | A=$22.05 | |
| | B=$25.20 | |
| | C=$29.40 | |
| | D=$46.20 | |
| Non-Recurring Charge | A=$22.05 | |
| | B=$ 25.20 | |
| | C=$ 29.40 | |
| | D=$ 46.20 | |



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6.5 XOption Service Offerings, (Cont'd.)

XOption #10

| | |
|---|---|
| Monthly Recurring Charge | A=$122.85 |
| | B=$133.35 |
| | C=$143.85 |
| | D=$172.20 |
| Non-Recurring Charge | A=$122.85 |
| | B=$133.35 |
| | C=$143.85 |
| | D=$172.20 |

XOption #11

| | |
|---|---|
| Monthly Recurring Charge | A=$40.95 |
| | B=$44.10 |
| | C=$48.30 |
| | D=$56.70 |
| Non-Recurring Charge | A=$40.95 |
| | B=$44.10 |
| | C=$48.30 |
| | D=$56.70 |

XOption #12

| | |
|---|---|
| Monthly Recurring Charge | A=$2,140.88 |
| | B=$3,123.00 |
| | C=$4,230.00 |
| | D=$5,500.00 |
| Non-Recurring Charge | $800.00 |

XOption #13

| | | |
|---|---|---|
| Monthly Recurring Charge | A=$3,756.10 | (I) |
| | B=$4,906.41 | \| |
| | C=$6,000.00 | (I) |
| | D=$6,125.25 | |
| Non-Recurring Charge | $1,800.00 | |



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6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| XOption #14 | | |
| Monthly Recurring Charge | A=$2,423.25 | |
| | B=$3,405.38 | |
| | C=$4,481.00 | |
| | D=$6,000.00 | |
| Non-Recurring Charge | $800.00 | |
| XOption #15 | | |
| Monthly Recurring Charge | A=$3,500.00 | (I) |
| | B=$4,000.00 | (I) |
| | C=$5,089.00 | |
| | D=$6,500.00 | |
| Non-Recurring Charge | $1,800.00 | |
| XOption #16 | | |
| Monthly Recurring Charge | A=$2,000.00 | (I) |
| | B=$2,500.00 | \| |
| | C=$2,864.54 | (I) |
| | D=$3,196.75 | |
| Non-Recurring Charge | $999.00 | |
| XOption M | | |
| Monthly Recurring Charge | A=$824.25 | |
| Non-Recurring Charge | $700.00 | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.5 XOption Service Offerings, (Cont'd.)

| | Monthly Recurring Charges: |
|---|---|
| Per Line: | |
| Basic Line | $27.32 |
| Enhanced Line | $26.06 |
| Per Trunk: | |
| Analog, In Only | $30.50 |
| Analog, In Only DID | $78.53 |
| Analog, 2-Way and Out Only | $30.50 |
| Analog, 2-Way DID able | $105.57 |
| Digital, In Only with or without DID | $52.02 |
| Digital, Out Only | $23.49 |
| Digital, 2-Way with or without DID | $52.02 |
| Enhanced Integrated Feature | $ 6.95 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| Premium XOption #1 | | |
| Monthly Recurring Charge | A=$1,091.25 | |
| | B=$1,287.00 | |
| | C=$1,483.88 | |
| | D=$2,464.88 | |
| Non-Recurring Charge | $800.00 | |
| Premium XOption #2 | | |
| Monthly Recurring Charge | A=$1,405.13 | |
| | B=$1,534.50 | |
| | C=$1,731.38 | |
| | D=$2,712.38 | |
| Non-Recurring Charge | $800.00 | |
| Premium XOption #3 | | |
| Monthly Recurring Charge | A=$1,360.13 | |
| | B=$1,555.88 | |
| | C=$1,751.63 | |
| | D=$2,732.63 | |
| Non-Recurring Charge | $800.00 | |
| Premium XOption #4 | | |
| Monthly Recurring Charge | A=$1,668.38 | |
| | B=$1,798.88 | |
| | C=$1,995.75 | |
| | D=$2,976.75 | |
| 7Non-Recurring Charge | $800.00 | |
| Premium XOption #5 | | |
| Monthly Recurring Charge | A=$2,465.16 | (I) |
| | B=$2,709.85 | |
| | C=$2,958.75 | |
| | D=$3,500.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| Premium XOption #6 | | |
| Monthly Recurring Charge | A=$2,721.10 | (I) |
| | B=$2,947.50 | |
| | C=$3,196.41 | |
| | D=$4,000.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |
| Premium XOption #7 | | |
| Monthly Recurring Charge | A=$1,814.06 | (I) |
| | B=$2,043.29 | |
| | C=$2,273.91 | |
| | D=$3,425.63 | (I) |
| Non-Recurring Charge | $999.00 | |
| Premium XOption #8 | | |
| Monthly Recurring Charge | A=$71.40 | |
| | B=$81.90 | |
| | C=$92.40 | |
| | D=$144.90 | |
| Non-Recurring Charge | A=$71.40 | |
| | B=$81.90 | |
| | C=$92.40 | |
| | D=$144.90 | |
| Premium XOption #9 | | |
| Monthly Recurring Charge | A=$24.15 | |
| | B=$27.30 | |
| | C=$31.50 | |
| | D=$48.30 | |
| Non-Recurring Charge | A=$24.15 | |
| | B=$27.30 | |
| | C=$31.50 | |
| | D=$48.30 | |



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6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| Premium XOption #10 | | |
| Monthly Recurring Charge | A=$102.90 | |
| | B=$113.40 | |
| | C=$123.90 | |
| | D=$176.40 | |
| Non-Recurring Charge | A=$102.90 | |
| | B=$113.40 | |
| | C=$123.90 | |
| | D=$176.40 | |
| Premium XOption #11 | | |
| Monthly Recurring Charge | A=$34.65 | |
| | B=$37.80 | |
| | C=$42.00 | |
| | D=$58.80 | |
| Non-Recurring Charge | A=$34.65 | |
| | B=$37.80 | |
| | C=$42.00 | |
| | D=$58.80 | |
| Premium XOption #12 | | |
| Monthly Recurring Charge | A=$2,202.75 | |
| | B=$3,184.88 | |
| | C=$4,820.63 | |
| | D=$5,500.00 | |
| Non-Recurring Charge | $800.00 | |
| Premium XOption #13 | | |
| Monthly Recurring Charge | A=$2,827.75 | (I) |
| | B=$4,477.50 | |
| | C=$6,000.00 | |
| | D=$7,000.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |



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6.5 XOption Service Offerings, (Cont'd.)

| | | |
|---|---|---|
| Premium XOption #14 | | |
| Monthly Recurring Charge | A=$2,485.13 | |
| | B=$3,467.25 | |
| | C=$4,536.00 | |
| | D=$6,961.50 | |
| Non-Recurring Charge | $800.00 | |
| Premium XOption #15 | | |
| Monthly Recurring Charge | A=$3,657.66 | (I) |
| | B=$4,807.98 | |
| | C=$6,000.00 | (I) |
| | D=$6,349.00 | |
| Non-Recurring Charge | $1,800.00 | |
| Premium XOption #16 | | |
| Monthly Recurring Charge | A=$2,482.04 | (I) |
| | B=$2,711.25 | |
| | C=$2,941.88 | |
| | D=$4,374.85 | (I) |
| Non-Recurring Charge | $999.00 | |
| Premium XOption M | | |
| Monthly Recurring Charge | $824.25 | |
| Non-Recurring Charge | $700.00 | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.6 Metra XOption Service Offering

| | | |
|---|---|---|
| Metra XOption M | | |
| Monthly Recurring Charge | $785.00 | |
| Non-Recurring Charge | $700.00 | |
| Metra XOption #5 | | |
| Monthly Recurring Charge | A=$2,044.69 | (I) |
| | B=$2,660.63 | \| |
| | C=$2,916.56 | \| |
| | D=$3,500.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |
| Metra XOption #6 | | |
| Monthly Recurring Charge | A=$2,588.91 | (I) |
| | B=$2,933.44 | \| |
| | C=$3,196.41 | \| |
| | D=$4,000.00 | (I) |
| Non-Recurring Charge | $1,800.00 | |
| Metra XOption #13 | | |
| Monthly Recurring Charge | A=$3,221.73 | (I) |
| | B=$3,500.00 | (I) |
| | C=$4,454.00 | |
| | D=$5,799.00 | |
| Non-Recurring Charge | $1,800.00 | |



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6.6 Metra XOption Service Offering, (Cont'd/)

Metra XOption #14

| | |
|---|---|
| Monthly Recurring Charge | A=$2,293.<br>B=$$ 3,270.38<br>C=$4,346.00<br>D=$5,778.00 |
| Non-Recurring Charge | $800.00 |

Metra XOption #15 (I)

| | |
|---|---|
| Monthly Recurring Charge | A=$3,200.00<br>B=$3,199.00<br>C=$4,549.00<br>D=$5,894.00 |
| Non-Recurring Charge | $1,800.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.7 ISDN PRI Monthly Recurring Charges (MRC):

| | | |
|---|---|---|
| Month to Month | $1,786.05 | (I) |
| 1 Year Term | $1,004.65 | \| |
| 2 Year Term | $854.63 | (I) |
| 3 Year Term | $788.99 | (R) |
| 5 Year Term | $790.97 | (I) |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.8 Local Trunk

| Digital Switched T-1 Rates and Charges | MRC |
|---|---|
| Full Switched Digital T1 Trunks | |
| In Only (Basic) | |
| 1 Year | $945.00 |
| 2 Year | $897.75 |
| 3 Year | $840.00 |
| Out Only (Basic) | |
| 1 Year | $945.00 |
| 2 Year | $897.75 |
| 3 Year | $840.00 |
| Two-Way (Basic) | |
| 1 Year | $945.00 |
| 2 Year | $897.75 |
| 3 Year | $840.00 |
| In Only w/ DID | |
| 1 Year | $945.00 |
| 2 Year | $897.75 |
| 3 Year | $840.00 |
| Two-Way w/ DID | |
| 1 Year | $945.00 |
| 2 Year | $897.75 |
| 3 Year | $840.00 |

(T)



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.9 Analog Two-Way w/DID

A. Local Trunk

PBX Analog Trunk Rates and Charges:

| Two-Way w/ DID | NRC | MRC |
|---|---|---|
| 1 Year | $48.00 | $127.37 |
| 2 Year | $48.00 | $121.00 |
| 3 Year | $48.00 | $119.33 |

B. XO Premium Integrated Access Service

| | MRC |
|---|---|
| Two-way w/DID | $114.63 |

The following sections apply to customers who were served the former Allegiance Telecom of Arizona, Inc. as of December 15, 2004.
**Sections 6.10 thru 6.34**

6.10 Connection Charges

| | Non-Recurring |
|---|---|
| Restoral Charge, after company-initiated suspension, per line | $20.00 |
| Line Connection Charge, per line or trunk | $56.00 |
| Record Changes, per billing record change order | $15.00 |
| Establish or Rearrange Hunting Service | $13.00 |
| Telephone Number Change Charge, per line | $20.00 |
| Central Office and Line Feature Charges | $13.00 |
| Primary Service Order, per order | $35.00 |
| Secondary Service Order, per order | $20.00 |

6.11 Premises Visit and Trouble Isolation Charges

| | Non-Recurring |
|---|---|
| Premises Visit Charge, per visit (First hour, or any portion thereof) | $112.00 |
| (Each additional 30 minutes, or any portion thereof) | $45.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.12 Presubscription-2 (PIC)

| | Non-Recurring |
|---|---|
| Each Carrier Change, per line<br>(Changing either InterLATA or IntraLATA PIC) | $3.75 |

6.13 Reserved for Future Use (D)

6.14 Reserved for Future Use (D)

6.15 Local Analog PBX Trunk Service (per trunk)

| | Recurring |
|---|---|
| Two-Way | $40.44 |
| Inbound Only | $40.44 |
| Outbound Only | $40.44 |
| DID Inbound Only (per DID trunk) | $48.84 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.16 Local Digital PBX Trunk Service

| | Recurring | Non-Recurring |
|---|---|---|
| Digital Switched Service Facility, per T-1 | | |
| All basic trunks or combination of basic and advanced trunks | $378.00 | $265.33 |
| All advanced trunks | $157.50 | $265.33 |
| Trunk Group Services | | |
| Basic Trunks, per trunk | | |
| In-Only | $31.50 | $ 0.00 |
| Out Only | $31.50 | $ 0.00 |
| Two-Way | $31.50 | $ 0.00 |
| Advanced Trunks, per trunk (requires DID trunk termination) | | |
| In-Only (w/DID and Hunting) | $31.50 | $ 0.00 |
| Two-Way (w/DID and Hunting) | $31.50 | $ 0.00 |
| In-Only (w/DID and Hunting) | $31.50 | $ 0.00 |
| Two-Way (w/DID and Hunting) | $31.50 | $ 0.00 |

6.17 Local ISDN-PRI

| | Recurring | Non-Recurring | |
|---|---|---|---|
| PRI Service Configuration, per PRI | | | |
| 23B+1D Channels | $972.00 | $0.00 | |
| 24B Channels | $972.00 | $0.00 | |
| 23B + Back-up D Channel | $972.00 | $0.00 | |
| PRI Trunk Group Connection, per B Channel | | | |
| (DID trunk termination is required for all DID capable channels) | | | |
| Incoming Trunk Group | $31.50 | $0.00 | |
| Outgoing Trunk Group | $31.50 | $0.00 | |
| Two-Way Trunk Group | $31.50 | $0.00 | |
| Service Feature Options (included in channel charge) | | | |
| Calling Number Identification | $25.00 | $0.00 | (I) |
| Calling Number Identification Blocking (all calls) | $0.00 | $0.00 | |
| PRI Change Charge, per T-1 (all changes or rearrangements) | N/A | $100.00 | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.18 Integrated Services

6.18.1 Integrated Access Bundled Package

| | Recurring |
|---|---|
| 12 Voice Channels | $534.95 |
| 16 Voice Channels | $609.95 |
| 20 Voice Channels | $684.95 |
| 23 Voice Channels | $759.95 |
| | Non-Recurring Charge |
| Integrated Access Set-Up Fee | $899.00 |
| Change Charge (upgrade/downgrade Channels) | $30.00 |

6.18.2 Total Communications - 4 Line Base Package

| Monthly Recurring Charges: | Voice Channels | Incremental Line Charge |
|---|---|---|
| | MRC | NRC |
| Base Package | $165.80 | $899.00 |
| Incremental Lines | $ 41.45 | $ 56.00 |

6.18.3 Total Communications - 6 Line Base Package

| Monthly Recurring Charges: | Voice Channels | Incremental Line Charge |
|---|---|---|
| | MRC | NRC |
| Base Package | $248.70 | $899.00 |
| Incremental Lines | $ 41.45 | $ 56.00 |

6.18.4 Total Communications – With Digital Handoff

| Monthly Recurring Charges: | Voice Channels | Incremental Line Charge |
|---|---|---|
| | MRC | NRC |
| Base Package | $210.00 | $899.00 |
| Incremental Lines | $ 35.42 | $ 56.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.18 Integrated Services, (Cont'd/)

6.18.5 Integrated Services Non-Recurring Charges

Non-Recurring Charges - Maximum

| | |
|---|---|
| T-1/PRI Reconfiguration Charge (Any changes to T1/PRI Configuration or trunk groups) | $ 75.00 |

6.18.6 Integrated Services Other Charges

Integrated Services Charges (associated with Integrated Access and Total Communications Services)

Local Loop Expense Recoup - Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Access or Total Communications Service.

| | |
|---|---|
| Local Loop Expense Recoup, Per Month | $200.00 |

Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over $899.00 (Variable charge – per installation).



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.19 Central Office, Line and Trunk Features

6.19.1 Rates and Charges for Line Features

| Charges Applicable Per Line Equipped | Non-Recurring | Recurring | |
|---|---|---|---|
| Call Waiting | $13.00 | $7.50 | |
| Call Forwarding Variable | $13.00 | $4.80 | |
| Call Forwarding Busy Line | $13.00 | $3.00 | |
| Call Forwarding Don't Answer | $13.00 | $4.00 | |
| Call Forwarding Busy/Don't Answer | $13.00 | $5.50 | |
| Call Forwarding Busy Expanded | $13.00 | $3.00 | |
| Call Forwarding Busy External | $13.00 | $3.00 | |
| Call Forwarding Busy Overflow | $13.00 | $8.00 | |
| Call Forwarding Don't Answer Expanded | $13.00 | $4.00 | |
| Simultaneous Call Forwarding | $13.00 | $2.40 | |
| Call Forwarding Busy/Don't Answer Expanded | $13.00 | $5.50 | |
| Call Forwarding Busy/Don't Answer Overflow | $13.00 | $11.50 | |
| Remote Access to Call Forwarding | $13.00 | $7.75 | |
| Simultaneous Call Forwarding | $13.00 | $2.40 | |
| Three Way Conference Calling/First Line | $13.00 | $4.00 | |
| Caller ID - Number | $13.00 | $7.50 | |
| Caller ID - Name and Number | $13.00 | $11.18 | (I) |
| Caller ID Privacy | $10.95 | $0.00 | |
| Anonymous Call Rejection | $13.00 | $0.00 | |
| Speed Dialing - 8 Codes | $13.00 | $3.00 | |
| Speed Dialing - 30 Codes | $13.00 | $4.50 | |
| Distinctive Ring Service - 1 number | $13.00 | $7.45 | |
| Distinctive Ring Service - 2 numbers | $13.00 | $5.25 | |
| Distinctive Ring Service - 3 numbers | $13.00 | $5.25 | |
| Auto Redial | $13.00 | $3.50 | |
| Call Return | $13.00 | $3.00 | |
| Call Transfer | $13.00 | $0.00 | |

The following features are available to the subscriber on a per activation basis:

| | Per Usage Charge |
|---|---|
| Three Way Conference Calling | $0.75 |
| Call Return/Auto Callback | $0.75 |
| Auto Redial | $0.75 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.19 Central Office, Line and Trunk Features, (Cont'd.)

6.19.2 Rates and Charges for Remote Call Forwarding

| | Recurring | Non-Recurring | |
|---|---|---|---|
| Remote Call Forwarding, per path | $26.72 | $30.00 | **(I)** |

6.19.3 Rates and Charges for Hunting Line Services

| | Recurring |
|---|---|
| Business Multi-Line Hunting and PBX Trunk Hunting: | |
| Multiline Hunt Service, per line | $8.00 |
| Circular Hunt Service, in addition to Series Hunt charges, per group | $3.00 |

6.19.4 Rates and Charges for Touch Tone Services

| | Non-Recurring | Recurring |
|---|---|---|
| Per Line or Trunk Equipped | $0.00 | $0.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.20 Directory Assistance Service

Directory Assistance Calls - A flat charge will apply per number requested from Directory Assistance.

| | Per Use |
|---|---|
| Local Directory Assistance | $1.25 |

6.21 Local Operator Services

Local exchange and IntraLATA calls may be placed on an operator-assisted basis.

In addition to the usage charges identified herein, the following operator-assisted charges will apply:

| Per Call Charges: | IntraLATA | Local |
|---|---|---|
| Person-to-Person (Customer Dialed) | $3.90 | $3.90 |
| Station-to-Station (Customer Dialed) | $3.50 | $3.50 |
| Third Number Billing | $1.45 | $1.45 |
| Collect Call | $1.45 | $1.45 |

6.22 Busy Verification and Interrupt Service

| | Per Call |
|---|---|
| Verification Charge, each request | $1.60 |
| Interrupt Charge, each request | $3.30 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.23 Directory Listing Services

| | Recurring |
|---|---|
| Primary Listing | $0.00 |
| Extra Listing/Optional | $3.00 |
| Extra Line Listing/Optional | $3.00 |
| Additional Listing/Optional | $3.00 |
| Non-Published Listing/Optional | $1.80 |
| Non-Listed Listing/Optional | $1.45 |
| Foreign Listing/Optional B each | $3.00 |
| Secretarial Listing/Optional B each | $3.00 |
| Alternative Listing/Optional | $3.00 |
| Alpha Listing/Optional | $3.00 |
| Duplicate Listing/Optional | $3.00 |
| Informational Listing/Optional | $3.00 |
| Cross Reference Listing | $3.00 |
| Caption Listing | $0.00 |

6.24 Blocking Service

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

| | Recurring | Non-Recurring |
|---|---|---|
| Toll Restriction/Per Line (Restricts 1+, 0+, 976, 900, and 1-411 | $27.50 | $5.00 |
| 976/900 Restriction | $0.00 | $0.00 |
| 1010XXX Blocking | $0.10 | $3.00 |

6.25 Select Usage Call Detail

Call Detail Record, per line, per service location, per billing cycle $20.00



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.26 DID Service For Voice Grade Channels

Charges are in addition to Local Trunk services as described within this tariff. Additional nonrecurring charges may apply as described in Section 4 of this tariff.

| | Recurring | Non-Recurring | |
|---|---|---|---|
| DID Trunk Termination/Per DID Trunk (includes Touch Tone, in addition to Trunk, Line, and channel charges) | $ 45.00 | $ 57.00 | |
| Block of 20 Sequential DID Numbers, per block | $ 5.63 | $ 20.00 | (I) |
| DID Non-sequential Numbers, per number | $ 0.15 | $ 1.00 | |

(D)
|
(D)



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.28 True Business Total Communications and Digital Total Communications

| Monthly Recurring Charges | One Year Term | Two Year Term | Three Year Term |
|---|---|---|---|
| Voice Package Price | $185.70 | $161.70 | $155.70 |
| Incremental Line Price | $30.95 | $26.95 | $25.95 |

| | Non-Recurring |
|---|---|
| Base Package Installation Fees | $199 |
| Incremental Voice Line Package Installation Fees [3] | $20 |

6.29 PRI Bundled Package #2

| | One Year Term | Two Year Term | Three Year Term | |
|---|---|---|---|---|
| Monthly Recurring | $878.99 | $813.93 | $751.42 | (R)(I) |
| Non-Recurring | $1000.00 | $1000.00 | $1000.00 | |
| Optional Features | MRC | | | |
| Caller ID Name & Number | $75.00 | | | |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.30 Reserved for Future Use (D)

(D)



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.30 Reserved for Future Use **(D)**

**(D)**



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.31 You Choose Features Package

The You Choose Feature Package is a bundled package allowing customers to select six (6) of the features listed below with one flat rate. The package rate includes all applicable charges excluding tax. The You Choose Feature Package is available to all product subscribers while True Business Solution SM subscribers receive this package at no additional cost.

| | One Year Term | Two Year Term |
|---|---|---|
| You Choose Features Package | $ 14.00 | $ 12.00 |

Feature Options Include:
Caller Identification Name and Number
Remote Access to Call Forwarding
Call Forwarding Variable
Call Waiting/Cancel
Call Return
Three way Calling
Speed Dial 8
Speed Dial 30
Auto Redial
Call Forwarding – Busy/Don't Answer
Call Forwarding – Busy
Call Forwarding – Don't Answer



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.32 True Business Total Communications and Digital Total Communications [1]

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this tariff for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package [2].

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package[2]. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Package pricing is determined by the contract length (one-year or two-year term). Full termination liabilities are assessed for early termination of service.

| Monthly Recurring Charges | 1 Yr. Term | 2 Yr. Term | 3 Yr. Term |
|---|---|---|---|
| Voice Package Price | $ 300.00 | $ 250.00 | $ 200.00 |
| Incremental Line Price | $ 90.00 | $ 80.00 | $ 70.00 |

| Non-Recurring Charges | |
|---|---|
| Base Package Installation Fees | $400 |
| Incremental Voice Line Package Installation Fees [3] | $50 |

1 True Business Total Communications and Digital Total Communications is not eligible for further discounting.

2 Please Reference Section 11.4 in this tariff document for the You Choose Feature Package.

3 Applies to add incremental lines to existing service.



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.33 PRI Bundled Package #2

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

Per Package Charges

| | One Year Term | Two Year Term | Three Year Term | |
|---|---|---|---|---|
| Monthly Recurring | $1,050.00 | $1,260.00 | $1,575.00 | (I) |
| Non-Recurring | $1700.00 | $1700.00 | $1700.00 | |

| Optional Features | MRC |
|---|---|
| Caller ID Name & Number | $150.00 |



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## SECTION 6 – CURRENT GRANDFATHERED RATES & CHARGES, (CONT'D.)

6.34 PRI Bundled Package

The PRI Bundled Package provides eligible1 customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

| | | |
|---|---|---|
| PRI Bundled Package, Monthly Recurring | $ 733.95 | **(I)** |



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