

**TERMS AND CONDITIONS OF SERVICE FOR INTRASTATE
TELECOMMUNICATIONS**

OF

WINDSTREAM NUVOX OHIO, INC.

This document contains terms and conditions, price lists, and service descriptions generally applicable to telecommunications services furnished by Windstream NuVox Ohio, Inc., hereinafter referred to as the "Company".

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APPLICATION OF DOCUMENT

This document sets forth the terms and conditions, service offerings, and rates applicable to the furnishing of intrastate communications services by Windstream NuVox Ohio, Inc., hereinafter referred to as the “Company”, to Customers within the local exchange service area defined herein. The Company is certified to provide service pursuant to the Public Utilities Commission of Ohio’s decision in Docket Number 99-1413-TP-ACE. Rates, terms and conditions applicable to the Company’s intrastate dedicated services and intrastate switched access services are contained in the Company’s Tariff No. 2.

DEFINITIONS

Terms used generally throughout this document are defined below:

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.

Auto Redial: A customer can activate this feature when a busy signal is encountered at the called end. The Company's equipment will dial the called party for up to 30 minutes in an attempt to establish the call. When the called number is free, the caller will be signaled via distinctive ring to pick up the handset for completion.

Bit: The smallest unit of information in the binary system of notation.

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

Call Forward Don't Answer: Automatically routes incoming calls to a pre-designated answering point when the called line is not answered after a preset number of rings.

Call Forward Variable: Automatically routes incoming calls to a designated answering point selected by the subscriber, regardless of whether the user's station is idle or busy. The subscriber may change the designated answering point using the telephone keypad.

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.

Call Return: When the customer activates this feature, the Company's equipment will automatically redial the customer's last incoming call for up to 30 minutes. The customer will be signaled via a distinctive ring to pick up the handset if the call can be completed. When a customer utilizes either per call or per line blocking on a call, the recipient of that call should be unable to return that call via Call Return.

Call Transfer Disconnect: Allows the subscriber to transfer a call to a third party and then hang up, leaving the other two parties connected. The subscriber's line is then free to make and receive calls.

DEFINITIONS (Continued)

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.

Caller ID Name and Number Delivery: Displays the name (where technically available) and 10-digit number of the calling party before the call is answered. Specialized answering equipment is required to display the calling party information. The calling party may block the display of their number by dialing a code prior to placing the call.

Caller ID Blocking: Blocks the delivery of the number to the called party on a per call basis.

Calling Number Delivery: Allows a customer subscribing to Business Trunks to receive the originating caller's working telephone number (where technically available).

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

Company: Windstream NuVox Ohio, Inc., which is the issuer of this document.

Completed Call: A call, or other telephonic communication, originated by a person or mechanical/electrical device from a number to another number, which is answered, by a person or mechanical/electrical device. The numbers may be located any distance apart within the state; and the communication may consist of voice, data, a combination of both, or other transmission via a wire or wireless medium; and may be for any duration of time.

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 regulations.

Deny Terminating: Allows blocking of all incoming calls to a basic line or multi-line group.

Direct Inward Dialing (DID): This service routes incoming calls directly to a station, by-passing the central answering point.

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

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

Fiber Optic Cable: A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Foreign Exchange: Permits a customer, at his option, to obtain exchange service from a point within the serving area but distant from the customer's service point. There is no charge for this configuration.

Hunting:

Rotary/Linear Hunting: The hunt for an idle line starts with the called line in a prearranged group and ends with the last line in the group. Unless the first line is called, only a portion of the group is hunted.

Circular Hunting: This feature permits a complete hunt sequence over all the lines in a prearranged group. If no idle line is encountered, the hunt will continue until it reaches the line that was originally called.

Preferential Hunting: Some of all of the lines in a hunt group may have an associated preferential hunt list. This hunt list permits a pre-hunt over a subset or preferential group of lines before hunting through the multi-line hunt group.

DEFINITIONS (Continued)

In-Only: A service attribute that restricts outward dial access and routes incoming calls to a designated answer point.

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.

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.

KBPS: Kilobits, denotes thousands of bits per second.

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.

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: A company, which furnishes exchange telephone service.

MBPS: Megabits, denotes millions of bits per second.

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

Non-Recurring Charges: The one-time 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.

Presubscription: An arrangement whereby a Customer may select and designate to the Company an Interexchange Carrier it wishes to access, without an access code, for completing intraLATA and/or interLATA toll Calls. The selected Interexchange Carrier is referred to as the End User's Primary Interexchange Carrier (PIC).

Priority Call: Differentiates incoming calls by signaling the customer (called party) with a distinctive ringing pattern(s).

Records Change: Any non-service affecting change to the Customer's billing information.

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

Regular Business Hours: 8:00 a.m. through 5:00 p.m., Monday through Friday, excluding defined Holidays.

Remote Access to Call Forwarding: Allows the user to activate and/or deactivate the Call Forwarding feature from any remote location, using a Touch-tone phone.

DEFINITIONS (Continued)

Supersedure: A change in the customer's billing name or address, which does not involve a change in service.

Service Commencement Date: The first day following the date 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 for this document, 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 document, but the duration of the service is calculated from the Service Commencement Date.

Services: The Company's telecommunications services.

Shared Facilities: A facility or equipment system or subsystem, which can be used simultaneously by several Customers.

Speed Dialing: Allows a subscriber to establish a speed calling list of up to 30 telephone numbers. The list associates telephone numbers with a unique 1-digit and/or 2-digit speed calling code. Initial entry and changes to the speed calling list are directly input from the associated subscriber line. Code lists may include local and/or toll telephone numbers.

Station: Telephone equipment from or to which calls are placed.

Three-Way Calling: Allow two parties to add a third party to the call. This feature may be used on both incoming and outgoing calls.

Toll Restriction: Allows the customer to prohibit long distance calling and operator services access on a line or trunk. Toll restriction is activated when the dialed number is prefaced with "1" or "0". WATS access is not affected.

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 document.

Voice Data Protection: Prevents data calls from being interrupted by call waiting tones, testing, or busy verification attempts.

900 Blocking: Prevents access from the customer's lines/trunks to any 900 telephone number.

RULES AND REGULATIONS

2.1 Undertaking of the Company:

2.1.1 Scope

- 2.1.1.1 The Company undertakes to furnish communications service to business customers in connection with one-way and/or two-way information transmission in the state of Ohio under the terms of this document.
- 2.1.1.2 The Company provides service on both a facilities based and resale basis.
- 2.1.1.3 Customers may use services and facilities provided under this document to obtain access to services offered by other service providers. The Company is responsible under this document only for the services and facilities provided herein. 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.
- 2.1.1.4 Applications for initial or additional service made verbally or in writing become a contract upon establishment of the service or facility.

2.1.2 Shortage of Equipment Facilities

- 2.1.2.1 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.
- 2.1.2.2 The furnishing of service under this document is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers, to furnish service as reasonably required.

2.1.3 Terms and Conditions

- 2.1.3.1 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 30 days notice. Unless otherwise specified herein, for the purposes of computing charges in this document, a month is considered to have 30 days. All calculations of dates set forth in this document shall be based on calendar days, unless otherwise specified herein.
- 2.1.3.2 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 rates to be charged, the duration of the services, and the terms and conditions in this document.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company:

2.1.3 Terms and Conditions (Continued)

- 2.1.3.3 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 30 days written notice, or as otherwise specified in the Customer/Company sales contract. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this document 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.
- 2.1.3.4 This document shall be interpreted and governed by the laws of the State of Ohio.
- 2.1.3.5 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.
- 2.1.3.6 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, consistent with applicable commission rules, 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.
- 2.1.3.7 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 paragraph 2.1.3.8 below.
- 2.1.3.8 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.
- 2.1.3.9 By mutual agreement between the Customer and the Company, contract terms of more than three years can be executed. Three year contract rates will be used for contracts with terms of greater than three years.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company

- 2.1.4.1 The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, other defects, or representations by the Company, or use of these services or damages arising out of the failure to furnish the service whether caused by acts of omission, shall be limited to the extension of allowances for interruption as set forth in Section 2.6, below. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company. The Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company service, equipment or facilities, or the acts or omissions or negligence of the Company's employees or agents.
- 2.1.4.2 The Company's liability for willful misconduct, if established as a result of judicial or administrative proceedings, is not limited by this document. The Company's liability, if any, with regard to delayed installation of Company facilities or commencement of service, is limited to the nonrecurring charge waivers contained in Rule 4901:1-5-18(C) of the Ohio Administrative Code. With respect to any other claim or suit, by a Customer or by any others, for damages associated with the ordering (including the reservation of any specific number for use with a service), installation (including delays thereof), provision, termination, maintenance, repair, interruption or restoration of any service or facilities offered under this document, and subject to the provisions of Section 2.6, the Company's liability, if any, shall be limited as provided herein.
- 2.1.4.3 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion 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 of any military authority; preemption of existing service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties..
- 2.1.4.4 The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the services the Company offers; or (b) for the acts or omissions of other common carriers or warehousemen.
- 2.1.4.5 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.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

- 2.1.4.6 The Customer shall indemnify and hold 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, condition, location or use of any installation provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- 2.1.4.7 The Company shall not be liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating carriers shall be deemed to be agents or employees of the Company.
- 2.1.4.8 Notwithstanding the Customer's obligations as set forth in Section 2.3.2, the Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the service against any claim, loss or damage arising from Customer's use of services furnished under this document including:
-claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's service; and
-patent infringement claims arising from combining or connecting the service offered by the company with apparatus and systems of the Customer or others; and
-all other claims arising out of any act or omission of the Customer or others, in connection with any service provided by the Company pursuant to this document.
- 2.1.4.9 The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than one year after the service is rendered.
- 2.1.4.10 The Company makes no warranties or representations, express or implied, including warranties of merchantability or fitness for a particular use, except those expressly set forth herein.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

- 2.1.4.11 The Company shall not be liable for any act or omission of any other company or companies furnishing a portion of the service or for damages associated with service, channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company services.
- 2.1.4.12 The Company does not guarantee nor make any warranty with respect to service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold 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 the Customer or by any other party, for any personal injury to, or death of, any person or persons, or for any loss, damage or destruction of any property, 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, locations or use of service furnished by the Company at such locations.
- 2.1.4.13 The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights-of-way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or systems or that of its agent is properly interfaced with the Company's service, that the signals emitted into the Company's network are of the proper mode, band-width, power, data speed, and signal level for the intended use of the Customer and in compliance with the criteria set forth in Section 2.1.6 following, and that the signals do not damage Company equipment, injure its personnel or degrade service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's service without liability.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

- 2.1.4.14 Approval of the above tariff language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Carrier should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.
- 2.1.4.15 With respect to Emergency Number 911 Service:
- (a) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies. The Company is not responsible for any losses, claims, demands, suits 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, and for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused by: (1) mistakes, omissions, interruptions, delays, errors or other defects in the provision of this service, or (2) installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of any equipment and facilities furnishing this service.
 - (b) Neither is the company responsible for any infringement or invasion of the right of privacy of any person or persons, caused or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of emergency 911 service features and the equipment associated therewith, or by any services furnished by the Company 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 emergency 911 service, and which arise out of the negligence or other wrongful act of the Company, the Customer, its users, agencies or municipalities, or the employees or agencies of any one of them.
- 2.1.4.16 The Company's liability for omitting a subscriber's listing from the white pages of the telephone directory or listing an incorrect telephone number shall be limited to three months' local service charges.
- 2.1.4.17 In conjunction with a nonpublished telephone number, as described in Section 8, the Company will not be liable for failure or refusal to complete any call to such telephone when the call is not placed by number. The Company will make reasonable efforts to prevent the disclosure of the number of such telephone, but will not be liable should such number be divulged.

RULES AND REGULATIONS (Continued)

2.1 Undertaking of the Company (Continued)

2.1.4 Liability of the Company (Continued)

- 2.1.4.18 When a Customer with a nonpublished telephone number, as defined herein, places a call to the Emergency 911 Service, the Company will release the name and address of the calling party, where such information can be determined, to the appropriate local governmental authority. By subscribing to service under this document, Customer acknowledges and agrees with the release of information as described above.
- 2.1.4.19 In conjunction with the Busy Line Verification and Interrupt Service as described in Section 9, the Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.
- 2.1.4.20 The Company shall not be liable for any act or omission concerning the implementation of Presubscription, as defined herein.

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 preventive 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 notification requirements consistent with applicable commission rules. 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

- 2.1.6.1 Consistent with applicable commission rules, 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 document. The Company does not guarantee availability by any such date and its liability for any delays is limited to the nonrecurring charge waivers contained in Rule 4901:1-5-18(C) of the Ohio Administrative Code.
- 2.1.6.2 Consistent with applicable commission rules, 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.
- 2.1.6.3 Equipment installed at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which the Company has provided it.

RULES AND REGULATIONS (Continued)

2.2 Undertaking of the Company (Continued)

2.1.6 Provision of Equipment and Facilities (Continued)

2.1.6.4 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 document, the responsibility of the Company shall be limited to the furnishing of facilities offered under this document and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

- (a) the transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- (b) the reception of signals by Customer-provided equipment; or
- (c) network control signaling where such signaling is performed by Customer-provided network control signaling equipment.

2.1.7 Non-routine Installation

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

2.1.8 Ownership of Facilities

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

2.2 Prohibited Uses

- 2.2.1 The services 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.
- 2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.3 Where the Company provides service to its end-users through resale of LEC service, such service shall be available only to the same class of customers to which the corresponding LEC service is available under the LEC's tariffs.
- 2.2.4 Where the Company offers local exchange service through resale of LEC local exchange service, such service shall not be available to interexchange carriers, wireless carriers, competitive access carriers or other telecommunications carriers as a substitute for access services.

RULES AND REGULATIONS (Continued)

2.3 Obligations of the Customer (Continued)

2.3.1 General

The Customer shall be responsible for:

- (a) the payment of all applicable charges pursuant to this document;
- (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;
- (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;

RULES AND REGULATIONS (Continued)

2.3 Obligations of the Customer (Continued)

- (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 services 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
- (h) making Company facilities and equipment available periodically 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.

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 in whole or in part 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 manner not contemplated by the agreement between the Customer and the Company.

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:

- (c) 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 in whole or in part from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- (d) 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 manner not contemplated by the agreement between the Customer and the Company.

RULES AND REGULATIONS (Continued)

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

2.4.2.1 The Customer is responsible for providing and maintaining any customer equipment on their 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.

2.4.2.2 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.

2.4.3 Interconnection of Facilities

2.4.3.1 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.

2.4.3.2 Local Services 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 documents of the other communications carriers which are applicable to such connections.

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

RULES AND REGULATIONS (Continued)

2.4 Customer Equipment and Channels (Continued)

2.4.4 Inspections

- 2.4.4.1 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 2.4.2.2 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.
- 2.4.4.2 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.

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. The Company must receive objections within one year after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If any 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.

- 2.5.1.1 The Customer is responsible for the payment of any sales, use, franchise, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Service, 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.
- 2.5.1.2 The Company shall obtain prior Commission approval for all surcharges for services or items that are within the Commission's jurisdiction.

RULES AND REGULATIONS (Continued)

2.5 Payment Arrangements (Continued)

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

- 2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due within 30 days of invoice date, but no earlier than 14 days after the postmarked date.
- 2.5.2.2 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.
- 2.5.2.3 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.
- 2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due. A late payment charge of 1.5% will be applied to charges not paid by their due date. The late payment charge will not be applied to previous late payment charges that have been assessed, but not paid, but will apply to the accumulated services for which the customer is in arrears. Late payment charges will be applied without discrimination.
- 2.5.2.5 A charge will be assessed for checks with insufficient funds or non-existing accounts. At the option of the Company, the insufficient funds charge may be waived because of extenuating circumstances (i.e., bank error).
- 2.5.2.6 A \$7.50 Payment Convenience Charge will apply each time a Customer authorizes payment of outstanding charges over the telephone, and when the method of payment (credit card or check) allows the payment to be immediately credited to the Customer's account. The Customer will be informed of the Payment Convenience Charge prior to completing the request. This charge does not apply to payments that are mailed in, automatic funds transfer, payments made through the Company's website (www.nuvox.com), or payment by any other electronic means offered by the Company that does not require an agent's interaction.
- 2.5.2.7 If the Customer has undisputed past due charges, the Company reserves the right not to honor the Customer's request for a change in toll-free service to another carrier, including a request for a Responsible Organization (Resp. Org.), until such charges are paid in full.

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill as soon as possible. If your complaint is not resolved after you have called Windstream NuVox, or for general utility information, residential and business customer may call the Public Utilities Commission of Ohio (PUCO), toll free at 1-800-686-7826 or for TTY toll free at 1-800-686-1570 from 8:00 a.m. to 5:00 p.m. or visit www.puco.ohio.gov.

- 2.5.3.1 The date of the dispute shall be the date the Company receives sufficient documentation to enable it to investigate the dispute.
- 2.5.3.2 The date of the resolution is the date the Company completes its investigation and notifies the Customer of the disposition of the dispute.

RULES AND REGULATIONS (Continued)

2.5 Payment Arrangements (Continued)

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 one month's 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.

2.5.5 Deposits

2.5.5.1 Applicants for service or existing Customers who cannot establish a satisfactory credit standing with the Company may be required to provide the Company a security deposit.

2.5.5.2 Applicants for regulated local service will be offered an opportunity to provide the Company a security deposit. The Company is not required to offer an Applicant an opportunity to make a security deposit for regulated local services if an Applicant has an unpaid debt to the Company for regulated local services. However, regulated local service will not be denied if the Applicant failed to pay for a service other than regulated local service.

2.5.5.3 The deposit requested will be in cash or the equivalent of cash, and will be held as a guarantee for the payment of charges. In addition, the Company shall be entitled to require 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.

2.5.5.4 For regulated local services, the deposit will not exceed 230% of the estimated charges for regulated local services if the Applicant is a new Customer or 230% of the Applicant's historic average monthly regulated local service charges if the Applicant is a former Customer of the Company.

2.5.5.5 Deposits may be refunded to the Customer's account at any time, but in any event shall be refunded as required by applicable regulations of the PUCO. 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

2.5.5.6 Deposits for regulated local services must be calculated separately from deposits for regulated toll services.

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

RULES AND REGULATIONS (Continued)

2.5 Payment Arrangements (Continued)

2.5.5 Deposits (Continued)

2.5.5.8 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 the Customer's option, return the deposit or credit it to the Customer's account. The Company shall refund deposits and accrued interest in a manner consistent with the applicable regulations of the PUCO.

2.5.5.9 Deposits held will accrue interest at three percent (3%) per annum as required by Ohio Administrative Code Chapter Rule 4901:1-17.

2.5.6 Discontinuance of Service

2.5.6.1 All telephone companies are subject to the Commission's rules for minimum telephone service standards ("MTSS") found in Chapter 4901:1-5 of the Administrative Code. Telephone company tariffs should inform customers that they have certain rights and responsibilities under the MTSS and that these safeguards can be found in the appendix to rule 4901:1-5-03 of the Ohio Administrative Code. These rights and responsibilities include complaint handling, ordering or changing service, service repair, payment of bills, and disconnection and reconnection of service.

2.5.6.2 The Company may, after providing at least seven days written notice from the postmarked date of the discontinuance or suspension notice, discontinue or suspend service to the Customer for nonpayment.

2.5.6.3 The Company may, after notifying or attempting to notify the Customer, discontinue or suspend service without incurring any liability if the Customer:

- (a) Is in violation of or is not in compliance with the customer contract or the Company's tariffs or Terms and Conditions;
- (b) Has failed to comply with municipal ordinances or other local, state or federal laws pertaining to telecommunications services;
- (c) Refuses to permit the Company access to its facilities; or
- (d) Has committed a fraudulent act, which may include:
 - (i) an act that is in violation of the law;
 - (ii) furnishing false information to the Company; or
 - (iii) using tricks, schemes, false or invalid numbers, false credit devices, electronic devices or other means with the intent to avoid the payment of charges for service.

RULES AND REGULATIONS (Continued)

2.5 Payment Arrangements (Continued)

2.5.6 Discontinuance of Service (Continued)

- 2.5.6.4 The Company may discontinue or suspend service to the Customer immediately, without notice, and without incurring liability if:
- (a) An emergency may threaten the health or safety of a person or the Company's network;
 - (b) The Customer's use of equipment adversely affects the Company's equipment, its service to others, or the safety of the Company's employees or other Customers; or,
 - (c) The Customer tampers with facilities or equipment owned by the Company.
- 2.5.6.5 The Company may not disconnect regulated local service if the Customer has failed to pay for:
- (a) Service furnished to a former Customer of the Company;
 - (b) A different class of service;
 - (c) Any amount in bona fide dispute if the Customer pays the undisputed portion of the bill or, where the disputed amount is in question the Customer pays the amount paid for the same billing period in the previous year; or
 - (d) Nonregulated charges.
- 2.5.6.6 The Company will not disconnect regulated local service if the Customer pays the total amount due (or the amount agreed upon by the Company and the Customer) by the close of business on the disconnection date listed on the disconnection notice.
- 2.5.6.7 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.
- 2.5.6.8 Upon the Company's discontinuance of service to the Customer, 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 document.
- 2.5.6.9 Disconnection notices issued by the Company for disconnection of service pursuant to O.A.C. Rule 4901:1-5-10.

- 2.6. 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 applicable rates and charges for the alternative service used.

RULES AND REGULATIONS (Continued)

2.7 Cancellation of Service

2.7.1 Cancellation of Application for Service

- 2.7.1.1 Applications for service are noncancellable unless the Company otherwise agrees. Where the Company permits 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.
- 2.7.1.2 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 net 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.
- 2.7.1.3 The special charges described in 2.7.1.1 and 2.7.1.2 will be calculated and applied on a case-by-case basis.

2.7.2 Cancellation of Service by the Customer

- 2.7.2.1 If a customer is disconnected under Section 2.5.6, or 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 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 incurred in connection with:
- A. all Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus
 - B. any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus
 - C. all Recurring Charges specified in the applicable Service Order for the balance of the then current term.
- 2.7.2.2 Inclusion of early termination liability by the company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the Company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

RULES AND REGULATIONS (Continued)

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.

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 an 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 document 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.
- 2.9.4 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.

SERVICE CONNECTION CHARGES

3.1 Description

Service Connection Charges are one-time charges associated with a service or item of equipment. They necessarily apply on a per-item basis each time the service or an item of equipment is provided and include, but are not limited to, the following:

- 1) **Service Connection Charge:** A Service Connection Charge is a one-time charge for Company work associated with activities to set up/change accounts. This includes service order issuance, programming, billing, etc., for installations, moves, changes, or rearrangements of services and/or equipment.
- 2) **Labor Charge:** Labor Charges are one-time charges related to work performed by the Company or a Company representative associated with customer premises visits. Charges are broken down as follows:

Regulated - Charges for work done on the Company's side of the protector/Standard Network Interface (SNI) and Demarcation Point (NI). This may include the move of a Demarcation Point or move the (SNI), at the customer's request.

Maintenance - When a dispatch is necessary on repair to isolate trouble on the Customer's side of the Demarcation Point. Charges apply when a technician is dispatched; and the network is verified OK; and trouble is isolated to the customer's side of the Demarcation Point.

Inside Wire Installation/Jacks - Includes all wire and jacks (excluding customer premise equipment) on the customer's side of the Company's Demarcation Point. Charges apply at the customer's request and expense.

3.2 General Regulations

- 3.2.1 The Service Connection Charges contemplate work being performed by the Company, or on behalf of the Company, during normal working hours.
- 3.2.2 Service Connection Charges are in addition to other applicable rates and charges. They apply in addition to construction charges made because of unusual costs in establishing service.

3.3 Service Connection Charges Do Not Apply:

- 3.3.1 Moves or changes required for the proper maintenance of service.
- 3.3.2 Changes of telephone numbers for Company initiated reasons or service reasons, e.g., change to Touch-tone service.
- 3.3.3 Service Connection Charges do not apply to moves and changes on lines or trunks. The non-recurring charges listed in the appropriate sections apply.

SERVICE CONNECTION CHARGES (Continued)

3.4 Service Connection Charge Applications - --Obsolete -- See Section 3.5

- 3.4.1 Non-recurring charges associated with specific services are identified under each section where the rate is applied.
- 3.4.2 Additional Non-recurring charges may apply, as specified in each of the sections. The following list identifies major service categories for Service Connection Charges.

Line Restoral
(per line/per trunk)

PIC Change (per line)

Suspension of Service
Restoral Charge
(per line/per trunk)

Number Change (per
access line)

Records
Change/Supersedure

Establish, Change from one
type of hunting to another,
or rearrange hunting
sequence, per access line

Change from Message Rate
Service to Flat Rate
Service, vice versa (per
line, multi-line, or trunk)

- 3.4.3 The Labor Charges apply whenever a customer premises visit is required, at the customer's request for regulated service, as specified under 3.1.

SERVICE CONNECTION CHARGES (Continued)

3.5 Service Connection Charges for all Services

Non-recurring charges apply to cover the Company's cost of processing Service Orders for new services and additions/changes to existing services as follows. These charges may apply in addition to Service Installation charges for specific services as noted in applicable sections of this document.

Service Connection Charge	Applies to:
Channel Charges	
Facility Channel or NetPlus Line	Additions or changes - first Channel.
Additional Channel(s) or NetPlus lines	Maximum order charge of \$125.00 or 2+ channels/lines
Disconnect Channel(s)/or NetPlus Line	Applies per service order at the time of disconnection.
DID Block	Add, change or disconnect up to 60 DID number in blocks of 20
DID Block	Add, change or disconnect 61+ Numbers
Ported DID Block	Add up to 60 Numbers
Ported DID Block	Add 61+ Numbers
Channel Reconfiguration - Voice/Data, T1/PRI, Directionality	Additions or changes per order
Convert Voice/Data Channel	Change per order
PRI Back Up D Channel	Additions or changes per order
Voice Channel Features	
Calling Features, Hunting, Remote Call Forwarding, Signaling, Extended AreaPlus or other secondary order changes	Per service order for additions/changes. Limit of 3 features per order.
Customer Account Charges	
Change Customer/ Company Name	Per order
Change of Billing Address	
Change of Ownership	Per order
PIC Change	Per change of presubscribed interexchange carrier
Change Telephone Number	Per line
Change Parent/Child Billing	Per order

SERVICE CONNECTION CHARGES (Continued)

3.5 Service Connection Charges for all Services (Continued)

Service Connection Charge	Applies to:
Directory Listings Charges	
Primary, Non-Published, Non-Listed and Other Listings	Per addition or change
Additional Phonebooks	Per book
800/Long Distance Service	
800 #	Add/Change, per order
Ported 800 #	Add/Change, per order
Disconnect 800 Number	Per order, at the time the order is placed
800 Directory Assistance Listing	Per request
Vanity 800 number	Add/Change, per number
Payphone /Non-Payphone Call Blocking	Add/Change, per order
Features –Time of Day or Holiday Routing; Ring-to Number Geo Routing	Add/Change, per order
Phone Card Set Up; Additional Phone Card	Per card
Account Codes	Add/Change up to 25 Numbers
Account Codes	Add/Change 26+ Numbers
LD Buckets	Per Add/Change or per order
Restoration of Service	Applies per order for restoration of service and facilities after payment received for suspended service
Reconnection Charge-	
Reconnect - Full	Applies when customer rescinds disconnect order and Company must reorder facility
Reconnect – Partial	Applies when customer rescinds disconnect order but facility still available

SERVICE CONNECTION CHARGES (Continued)

3.6 Expedited Service Connection Charges

Customers may request an expedited due date for pending service orders pertaining to initial service installation, or moves, additions, or changes to existing service.

The Company will provide to the Customer an estimate of expedite charges when the Customer requests an expedited due date. The Customer can elect standard installation rather than incurring the estimated charges for expedited service.

Expedited service is offered subject to availability of facilities and resources as well as service order and systems readiness. If the Company accepts, at its option, a request to expedite an order, the Company does not guarantee the requested due date in advance of the normal service order interval. The Company will use its best effort to meet the requested due date. The Company is not liable for vendor or other third-party charges incurred by the Customer if the Company is unable to meet the expedited due date.

A Customer will not be charged an expedite charge in the event the Company is unable to expedite the order. If a Customer requests an expedited date and the Company complies, but the Customer subsequently postpones the due date, expedite charges will still apply.

Non-Recurring Expedite Charges apply in addition to other applicable non-recurring installation and/or Service Connection Charges. The charges apply per order.

<u>Lines/Feature Expedite Charges</u>	<u>Non-Recurring Charge</u>
Remote Call Forwarding	\$175.00
Signaling Changes (ground / loop start)	\$175.00
T1 Line Type Conversion (Combo, 2WDID, DID, PRI)	\$175.00
Toll Free Directory Assistance, Feature, Number, Ring-To Changes	\$75.00
Toll Free Number - New Number	\$75.00
Voice Channels - Added to existing T1 voice facilities	\$75.00
Voice Line - New UNE-L with new numbers only	\$175.00
Long Distance - Rate Plan Change	\$75.00
Porting Numbers	1 – 50 lines \$75.00 51+ lines \$175.00
Toll Free Numbers - Ported	1 – 50 lines \$75.00 51+ lines \$175.00
Voice Service added (for first time) to existing T1	\$175.00

LOCAL EXCHANGE SERVICES

4.1 Description

Local Telephone Service offers business customers the ability to connect to the Company's switching network. The Company's service can not 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.

4.2 General Regulations

4.2.1 Service Area: The Company offers service in these metropolitan exchange areas:

Akron Metropolitan Exchanges: Akron; Alliance; Atwater; Canal-Fulton; Canton; Greensburg; Hartville; Kent; Louisville; Manchester; Mantua; Marlboro; Massillon; Mogadore; Navarre; North Canton; Ravenna; Rootstown; Uniontown.

Cincinnati Metropolitan Ohio Exchanges: Cincinnati; Bethany; Bethel; Clermont; Hamilton; Harrison; Little Miami; Newtonsville; Reily; Seven Mile; Shandon; Williamsburg.

Cincinnati Metropolitan Kentucky Exchanges*: Alexandria; Boone; Butler; Kentucky Metro (Covington); Falmouth; Glencoe; Independence; Walton; Warsaw; Williamstown.

Columbus Metropolitan Exchanges: Columbus; Alton; Canal Winchester; Carroll; Dublin; Gahanna; Grove City; Groveport; Harrisburg; Hilliard; Lancaster; Lockbourne; London; New Albany; Reynoldsburg; Rushville; Sedalia; West Jefferson; Westerville; Worthington.

Dayton Metropolitan Exchanges: Dayton; Beavercreek; Bellbrook; Cedarville; Centerville; Donnelsville; Enon; Fairborn; Franklin; Jamestown; Medway; Miamisburg/West Carrollton; Middletown; Monroe; Pitchin; Springfield; Spring Valley; Trenton; Vandalia; Xenia; Yellow Springs Clifton.

Marietta Metropolitan Exchanges: Belpre; Marietta; Newport.

* Indicates Kentucky exchanges. For rules and regulations pertaining to Kentucky exchanges, reference Kentucky PSC Tariff No.1.

LOCAL EXCHANGE SERVICES (Continued)

4.2 General Regulations (Continued)

- 4.2.2 Local Calling Areas: Local calling is available between all exchanges within each of the individual metropolitan service areas. The Company's local calling areas⁽¹⁾ are:

Akron Metropolitan Exchanges: Akron; Alliance; Atwater; Canal Fulton; Canton; Doylestown; Greensburg; Hartville; Hudson; Kent; Louisville; Magnolia/Waynesburg; Malvern; Manchester; Mantua; Marlboro; Massillon; Minerva; Mogadore; Montrose; Navarre; North Canton; Paris; Peninsula; Ravenna; Rootstown; Sharon Center; Uniontown; Wadsworth.

Cincinnati Ohio Metropolitan Exchanges: Cincinnati; Alexandria* ; Boone* ; Butler* ; Butlerville; Bethany; Bethel; Clermont; Kentucky Metro (Covington)* ; Falmouth* ; Fayetteville; Glencoe* ; Hamilton; Harrison; Independence* ; Lebanon; Little Miami; Mason; Morning Sun; Morrow; Newtonsville; Oxford; Reily; Seven Mile; Shandon; South Lebanon; Walton ; Warsaw* ; Waynesville; Williamsburg; Williamstown* .

Cincinnati Kentucky Metropolitan Exchanges: Cincinnati; Alexandria* ; Boone* ; Butler* ; Butlerville; Bethany; Bethel; Clermont; Kentucky Metro (Covington)* ; Falmouth* ; Fayetteville; Glencoe* ; Hamilton; Harrison; Independence* ; Lebanon; Little Miami; Mason; Morning Sun; Morrow; Newtonsville; Oxford; Reily; Seven Mile; Shandon; South Lebanon; Walton ; Warsaw* ; Waynesville; Williamsburg; Williamstown* .

Columbus Metropolitan Exchanges: Columbus; Alexandria; Alton; Ashville; Baltimore; Canal Winchester; Carroll; Cheshire Center; Delaware; Dublin; Gahanna; Granville; Grove City; Groveport; Harrisburg; Hilliard; Johnstown; Kilbourne; Lancaster; Lockbourne; London; Mt. Sterling; New Albany; Pataskala; Plain City; Reynoldsburg; Rathbone; Resaca; Rushville; Sedalia; Sunbury; West Jefferson; Westerville; Worthington.

Dayton Metropolitan Exchanges: Dayton; Beavercreek; Bellbrook; Brookville; Cedarville; Centerville; Donnelsville; Enon; Englewood; Fairborn; Farmersville; Franklin; Germantown; Jamestown; Liberty; Medway; Miamisburg/West Carrollton; Middletown; Monroe; New Carlisle; New Lebanon; Pitchin; Springfield; Spring Valley; Tipp City; Trenton; Trotwood; Troy; Vandalia; West Milton; Xenia; Yellow Springs-Clifton.

Marietta Metropolitan Exchanges: Belpre; Marietta; Newport.

- 4.2.3 Availability: All services are provided subject to technological availability, capacity, and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.

⁽¹⁾ Local calling areas apply to service provisioned via Windstream NuVox switching. Incumbent LEC calling areas apply to service provided through incumbent LEC switching.

* Indicates Kentucky exchanges. For rules and regulations pertaining to Kentucky exchanges, reference Kentucky PSC Tariff No.1.

LOCAL EXCHANGE SERVICES (Continued)

4.3 Local Calling Service

Local Calling Service provides a customer with the ability to originate calls from a Company-provided access line to all other stations on the public switched telephone network bearing the designation of any central office of the exchanges, areas, and zones included in the caller's local calling area. Customers can call anywhere within their respective local calling area. Calls terminating outside the customer's local calling area are subject to toll charges.

4.4 Emergency Services (Enhanced 911)

- 4.4.1 Emergency service (Enhanced 911) allows customers 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 Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).
- 4.4.2 The Company is obligated to supply the E911 service provider in the Company's service area with accurate information necessary to update the E911 database at the time the Company submits customer orders to the local exchange company whose service is being resold pursuant to tariffs and Terms and Conditions.
- 4.4.3 At the time the Company provides basic local service to a Customer by means of the Company's own cable pair, or over any other exclusive owned facility, the Company will be obligated to make the necessary equipment or facility additions in the 911 service provider's equipment in order to properly update the database for 911.
- 4.4.4 The Company will be obligated to provide facilities to route calls from end-users to the proper PSAP. The Company recognizes the authority of the E911 Customer to establish service specifications and grant final approval or denial of service configurations offered by the Company.
- 4.4.5 The Company will collect 911 surcharges on a per line basis and remit all surcharge revenue to the appropriate government entity.

4.5 Telecommunications Relay Service (TRS)

Telecommunications relay service enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices, to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls.

Customers may be assessed a charge per line per month to fund Telecommunications Relay Services for the State of Ohio in accordance with Section 4905.84 of the Revised Code. This charge shall in no event exceed the per end-user line (or equivalent) assessment levied by the Public Utilities Commission of Ohio upon the Company.

4.6 Federal Subscriber Line Charge

A federal Subscriber Line Charge of \$3.50 applies per single business telephone line pursuant to FCC rules.

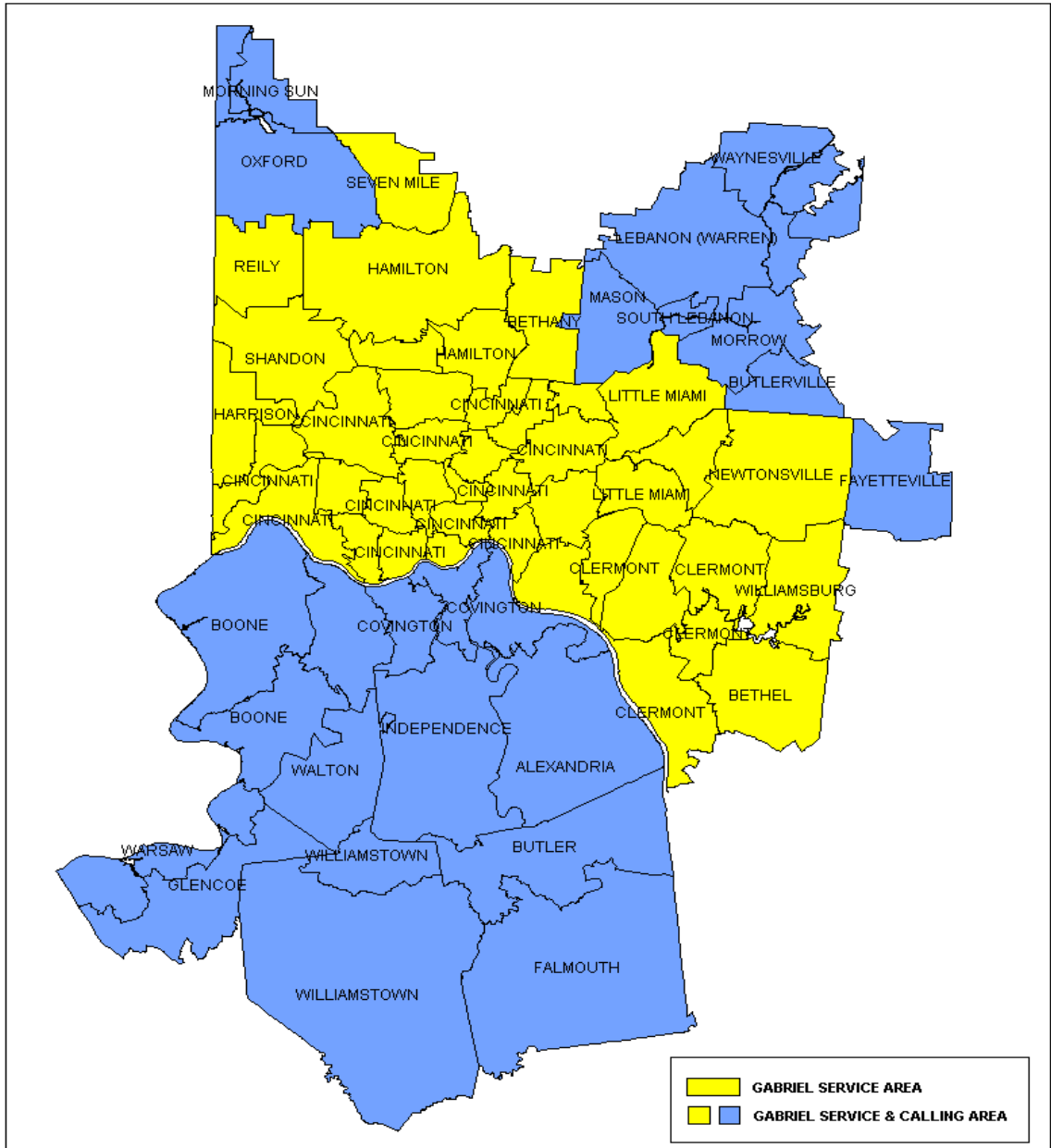
APPENDIX A

NUVOX AKRON SERVICE AND CALLING AREA



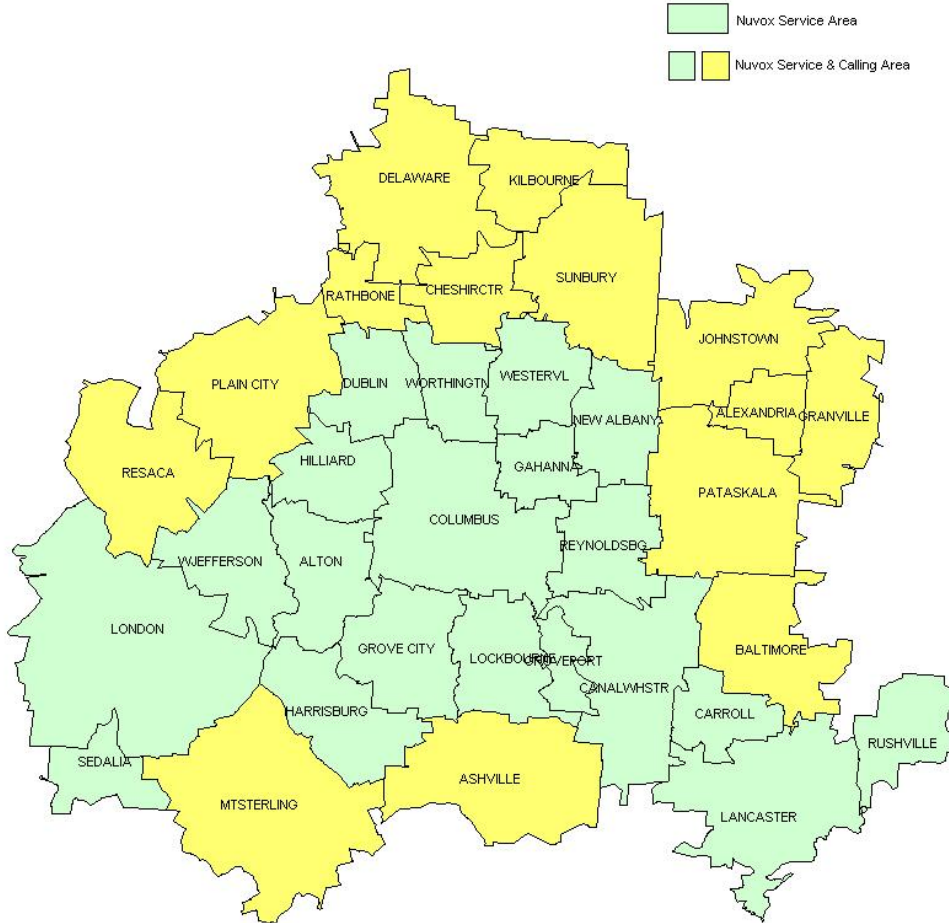
APPENDIX B

Cincinnati Ohio Gabriel Service & Calling Area



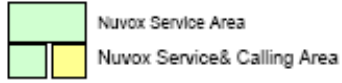
APPENDIX C

NUVOX COLUMBUS SERVICE AND CALLING AREA



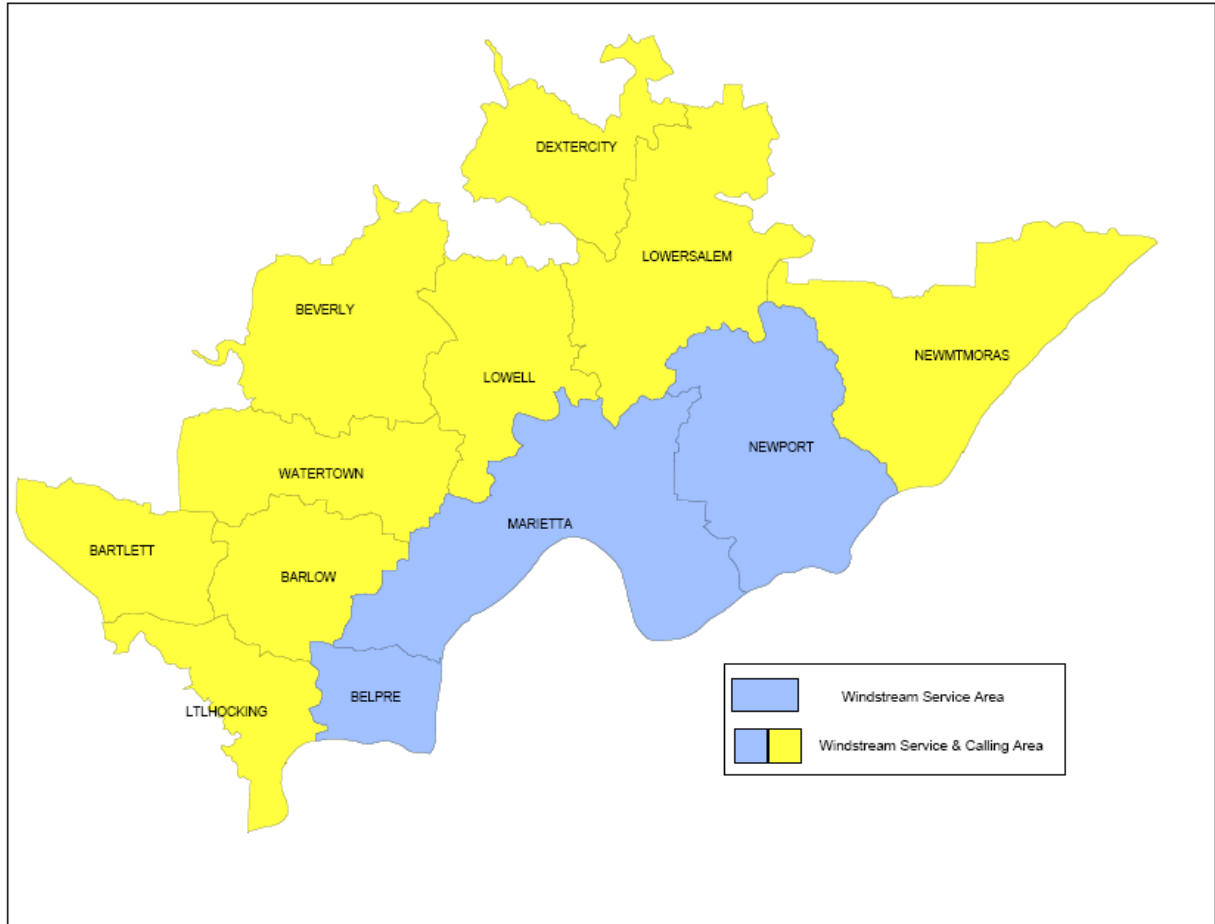
APPENDIX D

NUVOX DAYTON SERVICE AND CALLING AREA



APPENDIX E

MARIETTA SERVICE AND CALLING AREA



NUVOX MILLENNIUM BUSINESS SERVICES

5.1 Single Business Lines

5.1.1 Description

The Single Business Line is an analog, loop-start line that can be connected to a single device, e.g., a single telephone line set (2500 set compatible), fax, or modem. Single Business Lines cannot be used to serve multi-line devices such as key systems or PBXs. Single Business Lines do not support hunting. Single Business Lines are available as Flat Rate Service or Message Rate Service.

5.1.2 Standard Features

- Touch-tone
- 900 Number Blocking

5.1.3 Optional Features

- The Select Feature Package, described in 5.3 following, can be added to Lines, subject to CPE compatibility.
- Individual Business Telephone Features can be added to Single Business Lines, subject to the regulations and rates specified in section 6.

5.2 Key System Service

5.2.1 Description

Key System Service is an analog, loop start facility that is provided on a multi-line basis. Key System Service is intended for use with most key systems. Key System Service is available as Flat Rate Service or Message Rate Service.

5.2.2 Standard Features

- Touch-tone
- Hunting
- 900 Number Blocking

5.2.3 Optional Features

- The Select Feature Package, described in 5.3 following, can be added to Key System Service on a per line basis, subject to CPE compatibility.
- Individual Business Telephone Features can be added to Key System Service on a per line basis, subject to the regulations and rates specified in section 6.

NUVOX MILLENNIUM BUSINESS SERVICES (Continued)

5.3 Select Feature Package

5.3.1 Description

The Select Feature Package is an optional package of Business Telephone Features, individually described in Sections 1 and 6, which can be added to Single Business Lines and Key System Service.

5.3.2 Features

- All Select Features Packages come with Caller ID and Call Forward – Variable.
- Customers select three of the following additional features as part of their customized package: Auto Redial; Call Forward – Busy; Call Forward – Don't Answer; Call Forward – Busy/Don't Answer; Call Return; Call Waiting; Priority Call; Remote Access to Call Forwarding; Speed Dialing 30; Three-Way Calling; or Toll Restriction.
- Business Telephone Features are subject to availability of Company facilities and compatibility with central office equipment, customer line, and premises equipment. When multiple features are activated on the same line, some features will take precedence over others.

5.4 PBX Trunk Service

5.4.1 Description

PBX Trunk Service is an analog, analog DID, digital, or digital DID facility provided on a per DS-0 channel basis. PBX Trunk Service is intended for use with most PBXs and some key systems. PBX Trunk Service is available as a Flat Rate Service or Message Rate Service.

5.4.2 Standard Features

- Signaling
- Hunting
- 900 Number Blocking
- Directionality: DID, DOD or two way, as specified by the Customer
- Automatic Number Identification

5.4.3 Optional Features

- Analog Direct Inward Dialing
- Digital Direct Inward Dialing

NUVOX MILLENNIUM BUSINESS SERVICES (Continued)

5.5 T-1 AdvantEdgesm PBX Service

5.5.1 Description

T-1 AdvantEdge PBX Service provides analog, analog DID, digital or digital DID channels over a DS-1 facility. T-1 AdvantEdge PBX Service is intended for use with PBXs and larger key systems. This service can be voice only or carry both voice and data traffic on a per channel basis for up to 24 DS-0s of bandwidth. The customer is charged for the T-1 interface and up to 24 individual channels. T-1 AdvantEdge PBX is a flat rate service.

5.5.2 Standard Features

- Signaling
- Directionality: DID, DOD or two way, as specified by the Customer
- Automatic Number Identification

5.5.3 Optional Features

- Analog Direct Inward Dialing
- Digital Direct Inward Dialing
- Dialed Number Identification Service

5.6 Message Rate Service

5.6.1 Description

Message Rate Service is a local usage plan that measures usage on a per message unit or per call basis. A per message or per call charge applies in addition to the monthly line or trunk charge as specified in 5.1, 5.2, and 5.4 of this section.

NUVOX MILLENNIUM BUSINESS SERVICES (Continued)

5.7 Caller ID Regulations

The following regulations apply to the Caller ID feature offered on lines and trunks:

- 5.7.1 This feature enables the customer to view on a display unit the name (where available) and number, information on incoming calls. When Caller ID is activated on a customer's line, the calling name and number is displayed at the first, long silent interval of the ringing cycle.
- 5.7.2 Per Line blocking (calling number delivery suppression) is available upon request, and free of charge to non-published customers. It enables customers to prevent the disclosure of calling name and number to the called party on all outgoing calls. If the called party has a display device, a privacy indicator will appear instead of the calling party's name and number information. Per Line Blocking will be provided at no monthly charge on an optional basis to published and non-published customers at their discretion. Law enforcement, domestic shelters, and other special agencies will be offered free Per Line Blocking. Per Line Blocking will not be available to public, semi-public, two-party and four-party service customers.
- 5.7.3 Per Line Blocking is operational on a continuous basis but can be deactivated by the customer by dialing an access code immediately prior to placing a call. Line blocking customers can unblock their calling name and number information on a per call basis, at no charge, by dialing an access code (*82 for Touch-tone or 1182 for rotary) immediately before placing a call.
- 5.7.4 Per Call Blocking (calling number delivery blocking) is provided free of charge. It enables customers to prevent the disclosure of their telephone name and number information to the called party on a per call basis. The disclosure of the calling party's number can be prevented on a per call basis by dialing *67 (or 1167 from a rotary phone) to activate the block. *67 must be dialed each time a call is made to prevent disclosure of name and number information. If the called party has a display device, a privacy indication will appear instead of the name and number. Per Call Blocking will be provided on a universal basis to all eligible customers.
- 5.7.5 If the calling party activates blocking, the name and/or number will not be transmitted across the line to the called party. Instead, Caller ID customers will receive an anonymous indicator. This anonymous indicator notifies the Caller ID customer that the calling party has elected to block the delivery of their name and telephone number. The blocking of name and number will not be provided on calls originating from Customer Owned Pay Telephones.
- 5.7.6 Caller ID customers will be responsible for the provision of a display device which will be located on the customer's premises. The installation, repair, and technical capability of that equipment will be the responsibility of the customer. The Company assumes no liability and will be held harmless for any incompatibility of this equipment to perform satisfactorily with the network features described herein.

NUVOX MILLENNIUM BUSINESS SERVICES (Continued)

5.7 Caller ID Regulations (Continued)

- 5.7.7 Caller ID information is intended solely for the use of the Caller ID subscriber. Resale of this information is prohibited. Name and number information will not be displayed if the called party is off-hook or if the called party answers during the first ring interval. Name and number information will be displayed for calls made from another central office only if it is linked by appropriate facilities. Caller ID is not available on operator handled calls.
- 5.7.8 The Company shall not be liable for any claims for damages caused or claimed to have been caused by the transmission of Caller ID information.
- 5.7.9 Caller ID information may not be sold or given to another party without the caller's written permission. Information may only be used for (a) routing or completing of calls; (b) billing of calls; (c) account management purposes; (d) services directly related to the call or transaction; (e) verification of calling party identity; and (f) marketing products or services that are directly related to those previously acquired by the customers from the Caller ID subscriber. This applies if the Caller ID subscriber has an existing relationship with the customer. Caller ID customers failing to comply with any of these conditions will have their service terminated.

BUSINESS TELEPHONE FEATURES

6.1 General Regulations

- 6.1.1 Business Telephone Features are optional services that when added to customer telephone lines provide additional call management functionality.
- 6.1.2 Business Telephone Features are subject to availability of Company facilities and compatibility with central office equipment. The features are provided subject to compatibility with customer lines and premises equipment.
- 6.1.3 When multiple features are activated on the same line, some features will take precedence over others.
- 6.1.4 Some features are available on a monthly subscription basis. Others are available on a per use (per activation) basis.

NUVOX INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN- PRI)

7.1 Description

ISDN-PRI provides access to and from the Public Switched Telephone Network for circuit-switched voice communications. ISDN-PRI uses ISDN architecture to provide an end-to-end digital DS-1 circuit. It employs a 1.544 mbps facility and typically provides the customer with twenty-three B channels and one D channel. B channels can be used for voice and data communications. The D channel provides out-of-band signaling and control of the B channels. NUVOX ISDN-PRI service is a two-way flat monthly service for business customers.

The provision of ISDN-PRI is subject to availability of Company facilities and compatibility with customer facilities and equipment. The local calling area specified in paragraph 4.2.2 applies to ISDN-PRI. Applicable distance sensitive charges will apply as noted in this Document. Other ancillary features listed in the Company's tariffs or Terms and Conditions which are compatible with ISDN-PRI can be provided under the rates and terms noted.

ISDN-PRI service includes the ISDN Interface; the ISDN Port; and trunks. Optional features are described below.

7.2 Optional Features

Backup D Channel: Provides enhanced survivability of ISDN-PRI links by providing automatic takeover for a failed D channel.

Calling Name and Number Delivery Interface: Delivers calling party telephone number/and or listed name (where technically available) to the called party. Caller ID regulations and features, as defined in Section 5 of this document, apply to ISDN.

Dynamic Channel Allocation (DCA): Enables a customer to designate the quantity of call types to be allocated within previously provisioned criteria for either DID or DOD services. This feature is also known as call-by-call service selection. The customer must specify the total number of channels assigned to the DCA arrangement and the maximum number of channels allocated per call type within the arrangement.

Direct Inward Dialing (DID): This service routes incoming calls directly to a station, by-passing the central answering point.

DIRECTORY LISTINGS

8.1 General Regulations

- 8.1.1 The Company shall provide for a single directory listing, termed the primary listing, in the telephone directory published by the dominant exchange service provider in the customer's exchange areas of the Station number which is designated as the Customer's main billing number. Directory listings of additional Company Station numbers, other than the Customer's main billing number, associated with a Customer's service will be provided for a monthly recurring charge per listing.
- 8.1.2 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. Where more than one line is required to properly list the Customer, no additional charge is made.
- 8.1.3 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, 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.
- 8.1.4 Each listing must be designated Government or Business 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.
- 8.1.5 In order for listings to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.
- 8.1.6 When a customer receives a new telephone number, the Company offers the Customer intercept and referral service without charge for a period of 90 days or until a new directory is issued. If the customer desires this service, the Company will intercept all calls to the Customer's former telephone number and refer callers to the new telephone number.
- 8.1.7 In the event of an error in the directory listing of the Customer, the Company will offer intercept service until the issuance of a new directory containing the Customer's correct telephone number.
- 8.1.8 If the Company omits the Customer's listing from the directory or lists an incorrect telephone number, the Company will credit three months of regulated local charges to the Customer unless the reason for the omission from the directory is because the Customer failed to provide the directory listing to the Company in time to meet the directory publishing schedule.

DIRECTORY LISTINGS (Continued)

8.2 Descriptions

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

- 8.2.1 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.
- 8.2.2 Additional Listings: In connection with business service, additional listings are available only in the names of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified under section 8.3, following.
- 8.2.3 Nonpublished Listings: Listings that is neither printed in directories nor available from Directory Assistance.
- A Nonpublished Telephone Service will be furnished, at the Customer's request, providing for 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, Rules and Regulations, 2.1.4.15, 2.1.4.16, 2.1.4.17. Charges for Nonpublished Listings are specified under section 8.3, following.
- 8.2.4 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 and will be given to any calling party. Charges for Nonlisted Listings are specified under section 8.3, following.
- 8.2.5 Foreign Listings: 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 document published by the specific exchange carrier providing the Foreign Listing.
- 8.2.6 Alternate Listings: Where available, a listing which references a telephone number that 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 alternate call listings are specified under section 8.3, following.

OPERATOR SERVICES

9.1 Directory Assistance

A customer may obtain Directory Assistance in determining telephone numbers by calling the Directory Assistance operator.

9.1.1 The Customer will be allowed to make up to 2 calls per month to local (411) Directory Assistance at no charge.

9.1.2 The Customer may request a maximum of two telephone numbers per call to Directory Assistance service.

9.1.3 A credit will be given for calls to Directory Assistance under the following circumstances:

- a) The Customer experiences poor transmission or is cut-off during the call;
- b) The Customer is given an incorrect telephone number; or
- c) Upon request if directory assistance is used to obtain telephone number due to an error in a directory listing.

9.1.4 To obtain a credit as identified under 9.1.3 above, the Customer must notify its Customer Service representative.

Directory Assistance Call Completion is available, where facilities permit, when the Customer requests connection to the telephone number requested from Directory Assistance. There is no call allowance for Directory Assistance Call Completion. Rates apply in addition to charges for Directory Assistance and any applicable toll charges.

OPERATOR SERVICES (Continued)

9.2 Operator Assistance

A customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner:

- 9.2.1 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.
- 9.2.2 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.
- 9.2.3 Calling Cards: Provides the Customer with the capability to place a call using a calling card of an Interexchange Carrier with or without the assistance of an operator.
- 9.2.4 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.
- 9.2.5 Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.
- 9.2.6 General Assistance: The Customer has the option to request general information from the operator, such as dialing instruction, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.
- 9.2.7 Operator Assisted Surcharges
Surcharges will be applied per call.

OPERATOR SERVICES (Continued)

9.2 Operator Assistance - (Continued)

- 9.2.8 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear of “in use” and report to the calling party. Offered subject to availability.
- 9.2.9 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. Offered subject to availability.
- 9.2.10 Busy Line Verification Rates: Rates for Busy Line Verification and Interrupt Service will apply under the following circumstances:
- a) The operator verifies that the line is busy with a call in progress.
 - b) The operator verifies that the line is available for incoming calls.
 - c) 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.

OPERATOR SERVICES (Continued)

9.3 Additional Operator Services Regulations

- 9.3.1 The Company will arrange for listing of its name on a LEC's billing of the Company's charges, if the LEC has multi-carrier bill listing capability.
- 9.3.2 The Company will employ reasonable calling card verification procedures, which are acceptable to the companies issuing the calling cards. In order to control fraud, the Company may refuse to accept calling cards, which it determines to be invalid or cards, which it is unable to verify.
- 9.3.3 The Company will direct all "0" or "00" emergency calls in the quickest manner to the local emergency service provider at no charge.
- 9.3.4 Upon request, the Company will transfer calls to other authorized interexchange companies or to the LEC, if billing can list the caller's actual point of origin.
- 9.3.5 The Company's contracts with traffic aggregators will contain provisions which:
 - a) Prohibit the blocking of access to an end-user's interexchange carrier of choice.
 - b) Provide for the prominent posting or display, on or near the telephones to be utilized by end-users, of material setting forth the name of the Company, complaint procedures, instructions on reaching the LEC operator as well as other interexchange carriers, and procedures for emergency calls.
- 9.3.6 Services in this section are provided subject to the availability.

MISCELLANEOUS SERVICES

10.1 Presubscription

Presubscription allows Customers to presubscribe to their carrier of choice for toll calls, without dialing the Access Code. Charges apply, per line, to change the customer's primary interexchange carrier (PIC).

10.2 Individual Case Basis

Individual Case Basis (ICB) pricing, services, and arrangements may be developed by the Company upon request and offered at its discretion on a case-by-case basis to a customer or potential customer. ICB offerings will take into account special customer considerations including, but not limited to, bundled services, volume or term commitments, or a response to a competitive offering, and may differ from rates, terms or services otherwise found in this document. ICB rates and terms will be offered to the Customer in writing and a contract entered into between the Company and the Customer and provided on a non-discriminatory basis. Terms of ICB arrangements will be provided to the Commission pursuant to applicable rules, regulations or laws on a proprietary basis.

10.3 Special Construction

10.3.1 Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs or Terms and Conditions, charges will be based on the costs incurred by the Company and may include: (1) non-recurring type charges; (2) recurring type charges; (3) termination liabilities; or (4) combinations thereof.

10.3.2 Basis for Cost Computation

The costs referred to in 10.3.1, above, may include one or more of the following items to the extent they are applicable:

- 1) Cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes the cost of:
 - a) equipment and materials provided or used,
 - b) engineering, labor and supervision,
 - c) transportation, and
 - d) rights of way;
- 2) cost of maintenance;
- 3) 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;
- 4) administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
- 5) license preparation, processing and related fees;
- 6) tariff or contract preparation, processing and related fees;
- 7) any other identifiable costs related to the facilities provided; or
- 8) an amount for return and contingencies.

MISCELLANEOUS SERVICES (Continued)

10.3 Special Construction - (Continued)

10.3.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of the Customer.

The termination period is the estimated service life of the facilities provided.

The maximum termination liability amount is equal to the estimated amounts for:

- 1) Cost installed of the facilities provided including estimated costs for arrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. Cost installed includes the cost of:
 - a) equipment and materials provided or used,
 - b) engineering, labor and supervision,
 - c) transportation, and
 - d) rights of way;
- 2) license preparation, processing, and related fees;
- 3) tariff or contract preparation, processing, and related fees;
- 4) cost of removal and restoration, where appropriate; and
- 5) any other identifiable costs related to the specially constructed or rearranged facilities.

The applicable liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth above by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined pursuant to the above paragraphs shall be adjusted to reflect the predetermined estimate net salvage, including any reuse of the facilities provided. This product is adjusted to reflect applicable taxes.

10.4 Number Retention

Charges apply whenever a customer requests to retain a telephone number.

MISCELLANEOUS SERVICES (Continued)

10.5 Local Number Portability

10.5.1 Description

Local Number Portability (LNP) allows Customers to keep their current telephone number when they choose to change local service providers. LNP is accomplished by the Central Office Switch making an inquiry (DIP) to the LNP database to find the correct routing information to complete the call.

The Company will provide for LNP where technically feasible for both resold and facilities-based services. The Company bears no liability for a call that is prevented from being completed due to inaccuracies in the LNP database.

LNP fees will be listed as a separate line item on the Customer's bill.

10.5.2 Local Number Portability – Location Routing Number (LNP-LRN)

LNP-LRN depends on AIN/IN technology. LRN is a 10-digit number used to uniquely identify a switch that has ported numbers. The LRN for a particular switch must be a native NPA-NXX assigned to the local exchange provider for that switch and serves as a network address. Telecommunications carriers routing telephone calls to an end-user that has ported their telephone number from one Telecommunications carrier to another must perform a database query to obtain the LRN that corresponds to the dialed telephone number. The N-1 Telecommunications provider (the next to the last terminating carrier) is responsible for determining the LRN for the call being terminated. The database query is performed for all calls where the NPA-NXX of a called number has been marked in the switch as portable. The Telecommunications Carrier routes the call to the appropriated Telecommunications Carrier based on the LRN.

10.5.3 Terms and Conditions

- A. Local Number Portability is available to telecommunications carriers for use in the provisioning of telecommunications service as specified and to the extent required by the Telecommunications Act of 1996, and the rules and regulations of the Federal Communications Commission and the Public Utilities Commission of Ohio.
- B. LNP is a service arrangement whereby a Customer, who switches his subscription from one Telecommunications Carrier's service to another Telecommunication Carrier's service is permitted to retain his existing or currently assigned telephone number when he remains within the same rate center. This change from one Telecommunications Carrier to another constitutes porting a number.

MISCELLANEOUS SERVICES (Continued)

10.5 Local Number Portability (Continued)

10.5.4 Rules and Regulations

- A. LNP service and facilities will only be provided where technically feasible and are subject to the availability of facilities pursuant to FCC Docket No. 95-116 and PUCO Case No. 95-345-IP-COI, and may only be furnished from properly equipped central offices. LNP service and facilities are not offered for Mass-Calling NXX Codes, NXX Codes 555, 976, 950, FX service, or coin telephone service.
- B. General Rules and Regulations found in this document apply to this section unless otherwise specified in this section.

10.5.5 Responsibility of the Company

- A. The Company is responsible for providing compatible facilities or contracting for compatible facilities to comply with the terms of this section and PUCO and FCC Orders and Rules governing LNP.
- B. The Company is responsible for providing accurate and timely updates for the LNP database.
- C. The Company is responsible for insuring its facilities are capable of accepting LNP ported numbers.
- D. The Company is responsible for insuring that it makes no requests to port a number without proper authorization from the Customer. Further, the Company must maintain records to be able to provide acceptable proof, upon request of the PUCO, that it had authorization to make the request to port the number.
- E. The Company is responsible for charges in association with access for the use of the LNP database. When access is obtained through the use of another Carrier's facilities, the contractual charges between the Company and the Carrier supplying access to the database will apply. When access is directly with the LNP designated contractor, charges as defined by the FCC and the PUCO will apply.

MISCELLANEOUS SERVICES (Continued)

10.5 Local Number Portability (Continued)

10.5.5 Limitations of Services

- A. The Company is not responsible for adverse affects on any service, facility, or equipment from the use of LNP service.
- B. The Company is not responsible for variations in transmission characteristics due to the routing of calls and other services over LNP facilities.
- C. The Company is not responsible for any degradation or loss of service over LNP facilities due to a change or modification in LNP system design.

10.5.6 Customer Responsibilities

Customers are responsible for payment of LNP service charges defined by the FCC and PUCO. Charges, if any, will appear as a separate line item on each Customer's bill.

10.6 Temporary Promotional Programs

The Company, may, from time to time offer special promotional service offerings designed to attract new customers or to promote existing services. Promotional service offerings shall be subject to specific dates, times, and/or locations. The Commission will be advised in advance of the promotion.

10.7 Toll Blocking

Windstream NuVox Communications, Inc., when providing toll service, may "universally" block access to all toll providers for nonpayment of regulated toll charges, so long as the blocked customer is not denied the right to select, through a presubscribed interexchange change (PIC) mechanism, any other 1+ presubscribed toll service provider who is obligated to provide such service under the terms of the Selective Access Policy.

Under the terms of the Selective Access Policy, Windstream NuVox, when providing toll service, may not deny establishment of 1+ presubscribed toll service on the grounds that the customer has failed to establish creditworthiness, if:

- (a) The customer is able to establish creditworthiness using one of the means for doing so available under the Public Utilities Commission of Ohio's (PUCO) rules, or
- (b) Windstream NuVox, when providing toll service, exercising its own discretion, does not require the customer to establish creditworthiness (through any of the means available for doing so under the PUCO's rules), or
- (c) Windstream NuVox, when providing toll service, attempts to require the customer to establish creditworthiness using credit establishment procedures which do not comport with the PUCO's credit establishment policies and /or are not set forth within a PUCO approved document.

MISCELLANEOUS SERVICES (Continued)

10.7 Toll Blocking (continued)

When a prospective customer, who has previously been universally blocked for nonpayment of toll charges by another carrier, seeks to select the Company as his/her 1+ carrier of choice, the Company may, subject to our documented toll deposit policies and the Commission's rules on establishment of service require a deposit for toll service. This deposit shall be in accordance with O.A.C. rules, but the Company may negotiate a lower deposit.

Windstream NuVox may furnish credit information, acquired from its own experiences with the customer, to consumer reporting agencies within the meaning of the Federal Fair Credit Reporting Act. The Company will follow all requirements that consumer reporting agencies must follow in issuing credit reports within the meaning of the Federal Fair Credit Reporting Act.

Upon payment of the customer of all past due toll debt to Windstream NuVox, Windstream NuVox will remove the block and all 1+ dialing capabilities, including 10XXX, will be restored.

10.8 Remote Call Forwarding

10.8.1 Description

Remote Call Forwarding (RCF) provides the subscriber with a "local" 7- or 10-digit number telephone number, which can be used by callers outside of the subscriber's exchange. Calls appear to the calling party to be local in nature. Calls to the RCF number are automatically forwarded to another telephone number designated by the RCF subscriber. The RCF number can be in either a different exchange (remote) or another central office within the same exchange (local).

10.8.2 General Regulations

- A. RCF is subject to the availability of Company facilities and compatibility with customer facilities and configuration. Transmission quality is dependent upon distance and routing of the forwarded call and is not suitable for data.
- B. Terminating stations must have incoming call capability.
- C. Additional paths can be ordered to handle multiple calls to the RCF number, as long as there are adequate customer facilities to handle multiple calls at the terminating end.
- D. The RCF subscriber is responsible for all charges between the RCF number and the terminating number, including toll.
- E. The caller is responsible for charges between the originating number and the RCF number.
- F. One directory listing per access path ordered is provided without charge for the telephone directory associated with the RCF number. Additional listings may be ordered as specified in the Directory Listings section of this document.
- G. Account codes cannot be placed on the terminating number. Caller ID information may not be available on the terminating end. Distinctive ringing is not available on incoming calls.
- H. The terminating line cannot be a residential line.

MISCELLANEOUS SERVICES (Continued)

10.8 Remote Call Forwarding (Continued)

10.8.3 Application of Rates

- A. The non-recurring charge (NRC) will not apply on outside moves of service if there is no telephone number change.
- B. The NRC applies to change the RCF number or the change the number to which calls are forwarded, or to change both numbers at the same time.
- C. Only one NRC applies if more than one Access Path is ordered at the same time.
- D. The Unmeasured Usage charge applies for calls being remotely forwarded to a termination point within the same flat-rated calling scope as the Local RCF number.
- E. The minimum contract period is one month.

10.9 Association Package⁽¹⁾

10.9.1 Description

The Association Package is an optional pricing plan which makes available special pricing to qualifying associations and to bona fide members of qualifying associations. Associations and association members will receive special rates for local service and long distance. In order to qualify for the Association Package, associations and members must meet eligibility requirements as specified in this Document.

10.9.2 Member Regulations

- A. The Association Package is available only to business customers who qualify for Windstream NuVox service as defined in this Document.
- B. Members must be located in NuVox's service area.
- A. Members of participating associations must be able to provide proof of valid membership.
- B. Each member will execute an individual Term Service Agreement with the Company and is considered to be a customer separate from the association.

10.9.3 Association Regulations

- A. An eligible association is defined as a for-profit or not-for-profit entity whose members promote a common trade, profession, service, or cause.
- B. Participating associations must be pre-qualified by Windstream NuVox and complete a participation agreement to be eligible to participate in the program.
- C. Associations must make available to Windstream NuVox on a quarterly basis membership lists with names, telephone numbers, and addresses to confirm membership of potential customers and support marketing efforts.
- D. Associations must agree to endorse Windstream NuVox and inform members of the Association Package.
- E. Associations have no liability for individual members.
- F. Associations will receive quarterly lists from Windstream NuVox regarding members who have ordered.

10.9.4 Application of Rates

- A. The 5% discount on voice services applies only to applicable voice services.
- B. Rates apply to contract terms of one, two, and three years.
- C. Calling Card rates and International rates are not included in the Package.
- D. These rates can be combined with other pricing plans unless otherwise noted in this Document.

⁽¹⁾ This package is obsolete and available only to existing customers at existing locations for the duration of the contract.

MISCELLANEOUS SERVICES (Continued)

10.10 Central Office Line

10.10.1 Description:

The Central Office Line is an analog, loop-start line that can be connected to a single device, e.g., a single line telephone set, fax, or modem. Central Office Lines cannot be used to serve multi-line devices such as key systems or PBXs. This service may be provided via either central office unbundled loop or resale arrangements.

10.10.2 Standard Features:

Touch-tone

10.10.3 Availability: Services are provided subject to technological availability and compatibility with customer facilities. Services, rates, and contract conditions might not be available in all areas.

10.11 Third Party Switched Service

Effective 10/20/06, standard access line service rates offered by Windstream NuVox under the terms of this document but provisioned via dial-tone obtained from a third party vendor will be increased in light of increased costs to Windstream NuVox.

10.11 Major Account Plan

Existing major account customers with more than \$8000 in billed monthly recurring revenue will receive a discount off of the January, 2007 rate increase (which otherwise is 3.99%) in the form of a cap which limits the increase to 2.5% above the applicable pre-existing rate.

NUVOX BUSINESS SERVICES

11.1 Description

NuVox Business Services include Single Business Lines, Key System Service, Select Feature Package, PBX Trunk Service, T-1 AdvantEdgesm PBX Service, and Central Office Line. These services are described individually in Sections 5 and 10 of this Document. ⁽³⁾

11.2 Voice T-1 Value Plan

11.2.1 Description

The Voice T-1 Value Plan offers customers ordering a full T-1 (DS-1) or multiple T-1s term and quantity discounts. Customers cannot order less than a full T-1 (24 DS-0 channels). This offering is intended for voice applications only.

Standard features include DTMF Signaling; Hunting; 900 Number Blocking; and Automatic Number Identification.

Optional features include Direct Inward Dialing (DID) Service, and Dialed Number Identification Service (DNIS). Other services/features are available subject to the rates and conditions specified in applicable sections.

Voice T-1 Value Plan includes a special toll rate for inbound and outbound long distance

11.2.2 All Voice T-1 Value Plan

New customers who order the Voice T-1 Value Plan, as described in 11.2.1, and who also order Windstream NuVox long distance on all lines, will receive a special domestic toll rate.

⁽³⁾ Message Rate Service is obsolete and available only for existing contracts for the duration of the contract.

BROADBAND BUNDLE

12.1 Description

The Broadband Bundle offers business customers a full service package consisting of voice lines and trunks, calling features, long distance and various nonregulated services. Broadband Bundle customers must order a minimum of four Single Business Lines, Key System Service lines, or PBX Trunks. Customers must order all services contained in the bundle. Lines and trunks are individually described in Section 5.

12.2 Standard Features

The following standard features are provided on lines and trunks associated with Broadband Bundle:

- Touch-tone
- Hunting
- Call Waiting
- Call Forward – Variable
- Call Forward – Busy/Don't Answer
- Caller ID
- Three-Way Calling
- 900 Number Blocking

Other services/features not listed above can be added to the Bundle subject to the rates and conditions specified in the appropriate sections.

NUBUNDLE

13.1 Description

NuBundle offers business customers a full service package consisting of voice lines, trunks, or ISDN-PRI, calling features, long distance and various non-regulated services. Customers must order a minimum of two Single Business Lines, Key System Service Lines, or PBX Trunks and Windstream NuVox Internet to qualify for NuBundle. Lines and trunks are individually described in Section 5.

13.2 NuBundle Calling Features

The following standard features are provided at no additional charge on all NuBundle lines:

900 Number Blocking
Call Blocking
Three-Way Calling
Call Return
Caller ID
Auto Redial

The following optional features are provided at no additional charge on NuBundle lines if the customer requests them:

Priority Call
Remote Access to Call Forwarding
Speed Dialing 30
Call Forward-Variable
Call Holding
Anonymous Call Rejection
Call Forward-Busy
Call Forward-Don't Answer
Call Forward-Busy/Don't Answer
Cancel Call Waiting
Preferred Call Forwarding
Selective Call Screening
Call Transfer Disconnect
Toll Restriction
Call Waiting

Other services/features not listed above can be added to NuBundle subject to the rates and conditions specified in the appropriate sections.

13.3 NuBundle Complete Voice Plus Option

- NuBundle Complete Voice Plus offers customers the option of ordering only the voice components of NuBundle. Customers receive lines or trunks; the calling features specified in 13.2; and the 200 LD minutes per line.
- The minimum order for this bundled option is six lines or trunks. Additional lines are priced individually.

FLEXLINX

14.1 FLEXlinx Description:

This service may also be marketed as “Windstream T1 Bundle”.

FLEXlinx offers business customers a full service package consisting of voice and data channels, calling features, long distance and various non-regulated services. Customers must order and maintain a minimum of six channels.

Non-regulated services and associated terms and conditions are described Windstream NuVox sales/marketing materials.

FLEXlinx is offered subject to the availability of facilities and technology and compatibility with customer equipment.

14.2 FLEXlinx Optional Standard Features:

The following features are available upon request at no additional charge:

Hunting, Call Forward Universal, Call Forward Busy, Caller ID, Call Forward Don't Answer, Call Forward Remote Access, Three-Way Calling, Call Waiting, Call Forward Busy/Don't Answer, Auto Redial, Call Holding, Call Transfer Disconnect, Speed Dialing 30, Toll Restriction, Direct Inward Dialing numbers (twenty numbers per package), Extended Area calling, Directory Primary Listing (one per package), and Account Codes.

Other services/features not listed above can be added to FLEXlinx subject to the rates and conditions specified in appropriate sections, customer compatibility, and technological compatibility.

14.3 FLEXlinx Pricing:

Should customer reduce channels to less than six, the 6 channel minimum will still be billed. Early termination charges apply as described in customer’s contract.

14.4 FLEXlinx Miscellaneous Features:

Additional Directory Listings

Toll Restriction

Remote Call Forwarding (5 Path minimum)

Extended Area Plus

Additional DID Numbers

Directory Assistance Listing (lists 8XX number in 8XX Directory Assistance)

14.6 NetPlus:

NetPlus is an analog, loop-start channel that can be connected to a single device, e.g., a single line telephone set, fax, or modem. NetPlus channels cannot be used to serve multi-line devices such as key systems or PBXs. This facility may be provided via either central office unbundled loop or resale arrangements. NetPlus is provided in conjunction with FLEXlinx. This service may also be marketed as “Business Line”.

LONG DISTANCE

15.1 Description

Toll service is furnished for telephone communication between telephones in different local calling areas within the state in accordance with the regulations and schedules of charges specified in this Tariff. The toll service charges specified in this section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Tariff. Directory Assistance and Operator Services surcharges apply to toll calls as appropriate. Services include outbound (switched and dedicated access), inbound (switched and dedicated access), and Calling Card services. Dedicated toll is provided to customers who receive local and long distance service from the Company. Switched toll is provided to customers who receive long distance service only from the company. Toll service is an optional service available to customers obtaining dial-tone from the company.

Outbound toll service offers customers an outbound, "1+" dialed long distance service for calls originating and terminating in the State of Ohio, and is available using either switched access or dedicated origination. Inbound toll service offers customers an inbound toll service for calls originating and terminating in the State of Ohio, and is available using either switched access or dedicated access termination. This service enables the caller to contact the inbound toll service customer without the caller incurring toll charges. Calls are placed by dialing a toll free "800 or 888 number."

Calling Card service allows the customer to place calls from lines other than the customer's presubscribed location and charge the call to the presubscribed location. The customer may place calls from any touch-tone Telephone in the U.S. by dialing a toll free "800 or 888 number" and entering a personal identification code, followed by the desired telephone number. Calling Card calls are billed at the Company's rates and appear on the customer's monthly long distance bill.

Excessive Use. If the Company determines that a Customer's total long distance usage is excessive, the Company may impose an additional per minute rate to the excessive usage. Excessive usage is defined as total usage per account or location that either: 1) exceeds the average usage for other customers utilizing the same long distance plan; or 2) is greater than 15% more for the account or location than the previous month's usage. Additionally, at the Company's discretion, the Customer can be required to change to a different long distance plan and/or provide a deposit or an additional deposit and/or make a partial payment on Customer's account(s). The Company reserves the right to disconnect the Customer's long distance service or other service if Customer does not provide a deposit or partial payment immediately on notice from the Company that usage is excessive or if the Company suspects the excessive usage is fraudulent.

Unused included or bundled minutes will not be credited or refunded.

15.2 Timing of Messages

Dedicated outbound and inbound toll service calls are timed in 6 second increments with a 60 second minimum. Switched outbound and inbound toll service calls are timed in 6 second increments with a 60 second minimum. Calling Card service calls are timed in 1 minute increments.

For station to station calls, call timing begins when a connection is established between the calling telephone and the called telephone station.

For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an alternate. The rates specified under Section 4, Operator Services, may apply.

Call timing ends when the calling station "hangs up", thereby releasing the network connection. If the called station "hangs up" but the calling station does not, chargeable time ends when the network connection is released either by automatic timing equipment in the telephone network or by the Company operator.

Calls originating in one time period as defined in the next section and terminating in another will be billed the rates in effect at the beginning of six-second increments.

LONG DISTANCE (Continued)

15.3 Long Distance Volume Plan

The Long Distance Volume Plan is an optional dedicated toll plan. To qualify, new customers must have a minimum of \$100 in outbound and inbound toll and calling card billing per account per month. Customers who do not meet the \$100 monthly minimum will be invoiced the difference between the actual long distance billed and the \$100 minimum.

Rates apply based on the customer's total Windstream NuVox monthly billing, including local, long distance, calling card, and Windstream NuVox enhanced/nonregulated services. Taxes, surcharges, and non-recurring charges are not included in the monthly billing amount.

15.4 High Volume/Short Call Plan

Customers with domestic intraLATA/interLATA monthly toll bills of \$5000 or more (excluding taxes and surcharges) qualify for the High Volume/Short Call Plan. Qualifying customers will receive a dedicated domestic toll rate. This rate does not apply to calling card or international minutes of use. Qualifying customers must subscribe to Windstream NuVox local voice service under a 1, 2, or 3-year contract. Calls under this plan will be billed with an 18-second minimum duration and will be billed in 6-second increments thereafter.

15.5 Broadband Bundle/Broadband Bundle Plus

Customers ordering the Broadband Bundle are eligible for a special rate for inbound and outbound toll. Alternatively, Broadband Bundle customers can subscribe to other toll plans in this section for which they qualify. Customers must subscribe to Windstream NuVox toll to qualify for the Bundle. Timing of calls is in 6-second increments with a 60-second minimum call length.

The Broadband Bundle Plus plan adds 100 minutes of inbound/outbound domestic long distance per line. The minutes apply per account. Minutes must be used in the current month. Additional minutes will be rated at the Broadband Bundle rate or per the subscriber's applicable toll plan. The Broadband Bundle description and standard features apply to the Broadband Bundle Plus.

15.6 Voice T-1 Value Plan

The Voice T-1 Value Plan offers customers ordering a full T-1 (DS-1) or multiple T-1s term and quantity discounts. Customers cannot order less than a full T-1 (24 DS-0 channels). This offering is intended for voice applications only. Voice T-1 Value Plan includes a special toll rate for inbound and outbound long distance.

15.7 All Voice T-1 Value Plan

New customers who order the Voice T-1 Value Plan and who also order Windstream NuVox long distance on all lines, will receive a special domestic toll rate under the All Voice T-1 Value Plan option. Calls will be billed with an 18-second minimum duration and in 6-second increments thereafter.

LONG DISTANCE (Continued)

15.8 NuBundle

Customers ordering the NuBundle will receive 200 minutes of LD per line. Minutes can be inbound or outbound. Minutes apply per account and must be used in the current month. The 200 minutes cannot be used for calling card calls. Calls are timed in 6-second increments with an 18-second minimum call length. Additional minutes after the initial 200 minutes are available for an additional charge. Timing of calls is in 6-second increments with an 18-second minimum call length.

15.9 Existing Customer Long Distance Plan

Existing customers who renew their service agreement and add Windstream NuVox long distance service to the new service agreement or who add Windstream NuVox long distance to their current service agreement will receive a special rate on inbound and outbound domestic long distance. This rate does not apply to calling card, audio conferencing, or international minutes of use. Calls under this plan will be billed with an 18-second minimum duration and will be billed in 6-second increments thereafter.

15.10 Payphone Surcharge

The Payphone Surcharge applies to calls placed from a public/semi-public payphone and billed to a Windstream NuVox-issued Calling Card. The surcharge applies in addition to any other applicable service charges and surcharges. The charge is imposed for each use of the card.

15.11 FLEXlinx

FLEXlinx includes 1,000 minutes of inbound/outbound domestic long distance. Minutes apply on a per account basis. Phone Card minutes and international minutes are not included in the free minutes. See appropriate price list for Phone Card and international rates.

Unused minutes will rollover to the next month until the 4th month where any rollover balances will be reset to zero. Unused minutes will not be credited or refunded. Calls will be billed in 6-second increments with an 18-second minimum call length. Minutes over 1,000 will be charged a per minute rate.

Additional long distance minutes may be purchased in 1000 minute blocks. Note: This LD plan is grandfathered and available only to existing customers for the duration of their current contracts.

15.12 Phone Cards: Phone Cards are billed in 60-second increments.

15.13 Toll Free Number Features

- Holiday Routing (routes incoming calls to different terminating locations on specified holidays)
- Time of Day Routing (routes incoming calls to different terminating locations based on customer specified times)
- Geographic Routing (routes incoming calls to different terminating locations based on geographic call origination)
- Pay Phone Call Blocking (blocks payphone calls to 8XX numbers)
- Non-Pay Phone Call Blocking (blocks incoming calls to 8XX numbers by state, NPA/NXX, area code, or specific ANI)

15.14 LD Buckets

Customers can purchase the following LD buckets of 1000 minutes for a 1, 2, or 3-year contract to use with bundled services. An overage rate for minutes used in excess of the 1000 minutes applies. Note: The overage rate and Long Distance Buckets are grandfathered and available only to existing customers for the duration of their current contracts.

WINDSTREAM NUVOX LONG DISTANCE

16.1 **Description**

Plans in this section are available to new customers and customers who renew their contracts after the effective date of this tariff page. All plans are offered subject to the availability of facilities and technology and compatibility with customer equipment, wiring, and software. Plans may be dependent on service bundle and contract terms. See Section 15 for additional terms and conditions.

16.2 **Long Distance Blocks**

LD can be purchased in 1,000 minute increments, up to a maximum of 30,000 minutes. LD Blocks can be purchased with any bundle described in this document.

16.3 **Overage Rate**

These are minutes in used in excess of LD Block minutes, “free” bundle minutes, or “included” bundle minutes.

16.4 **Business Windstream 7 Plan (Flat 7)**

Business Windstream 7 is a long distance plan available to business customers who utilize switched services. The plan provides direct dialed interstate and intrastate outbound calling and calling card service to qualifying customers at the per minute rate listed in this document, where technically available. The customer must agree to a minimum one year commitment. Calls are billed in 6-second increments with an 18-second minimum.

16.5 **Business Windstream 6 Plan (Flat 6)**

Business Windstream 6 is a long distance plan available to business customers who utilize switched services. The plan provides direct dialed interstate and intrastate outbound calling and calling card service to qualifying customers at the per minute rate listed in this document,, where technically available. The customer must agree to a minimum one year commitment. Calls are billed in 6-second increments with an 18-second minimum.

16.6 **Business Windstream 5 Plan (Flat 5)**

Business Windstream 5 is a long distance plan available to business customers who utilize switched services. The plan provides direct dialed interstate and intrastate outbound calling and calling card service to qualifying customers at the per minute rate listed in this document,, where technically available. The customer must agree to a minimum one year commitment. Calls are billed in 6-second increments with an 18-second minimum.

WINDSTREAM NUVOX LONG DISTANCE (Continued)

16.7 **Windstream Flex 100**

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

All 1+ calls are billed in 6-second increments with an 18-second minimum. All calling card calls are billed in 6-second increments with a 60-second minimum.

16.8 **Business Unlimited Long Distance Plan**

This unlimited plan is designed for small business customers with ten or less business lines. This plan is available for various contract terms. Customers are required to subscribe to a Windstream unlimited interstate plan, at the applicable rates, in order to be eligible for this plan.

This plan is for direct dialed one-plus business voice use only and cannot be used for auto-dialing (including automatic outbound dialing systems or call distribution systems), broadcast fax, long distance Internet or intranet access, softphones or data devices, transcript services, telemarketing, multi-party conference calling (excluding 3-way calls), party lines, chat lines, adult entertainment lines, calls to 900, 700 and 976 numbers, ISDN services, public telephone services, call center and certain switching applications.

Additional charges apply for directory assistance, calling cards, collect calls, operator services, international calling and/or toll-free calling services. The per minute rate for Windstream calling card calls under this plan will be as is stated price list. Taxes, fees and other charges, including the Universal Service Fund fee, apply.

Usage may be monitored for compliance/abnormal usage and the Customer may be required to demonstrate compliance with these restrictions where monitoring indicates non-compliance. If the company determines that usage is not consistent with typical business voice service, including excessive usage, the Company may immediately restrict use or change the customer's long distance plan to an alternative plan. The Company reserves the right to cancel or discontinue this plan at any time.

PRICE LIST

INSUFFICIENT FUNDS CHECK CHARGE:

\$25.00

SERVICE CONNECTION CHARGES-Obsolete

Line Restoral
(per line/per trunk) \$35.00

PIC Change (per line) \$5.00

Suspension of Service
Restoral Charge \$35.00
(per line/per trunk)

Number Change (per
access line) \$25.00

Records
Change/Supersedure \$15.00

Establish, Change from one
type of hunting to another,
or rearrange hunting
sequence, per access line \$10.00

Change from Message Rate
Service to Flat Rate
Service, vice versa (per
line, multi-line, or trunk) \$10.00

LABOR CHARGE

Per Hour \$60.00

PRICE LIST (Continued)

SERVICE CONNECTION CHARGES

<u>Service Connection Charge</u>	<u>Non-Recurring Charge</u>	<u>Service Connection Charge</u>	<u>Non-Recurring Charge</u>
Channel Charges		Directory Listings Charges	
Facility Channel or NetPlus Line	\$75.00	Primary, Non-Published, Non-Listed and Other Listings	\$15.00
Additional Channel(s) or NetPlus lines	\$50.00	Additional Phonebooks	\$5.00
Disconnect Channel(s)/or NetPlus Line	\$25.00		
DID Block	\$25.00		
		800/Long Distance Service	
DID Block	\$75.00	800 #	\$50.00
Ported DID Block	\$50.00	Ported 800 #	\$75.00
Ported DID Block	\$150.00	Disconnect 800 Number	\$25.00
Channel Reconfiguration - Voice/Data, T1/PRI, Directionality	\$100.00	800 Directory Assistance Listing	\$25.00
Convert Voice/Data Channel	\$50.00	Vanity 800 number	\$100.00
PRI Back Up D Channel	\$25.00	Payphone /Non-Payphone Call Blocking	\$25.00
		Features –Time of Day or Holiday Routing; Ring-to Number	\$25.00
		Geo Routing	\$50.00
Voice Channel Features			
Calling Features, Hunting, Remote Call Forwarding, Signaling, Extended AreaPlus or other secondary order changes	\$25.00	Phone Card Set Up; Additional Phone Card	\$25.00
		Account Codes	\$25.00
		Account Codes	\$50.00
		LD Buckets	\$5.00
Customer Account Charges			
Change Customer/ Company Name	\$50.00	Restoration of Service Reconnection Charge-	\$50.00
Change of Billing Address	N/C	Reconnect - Full	\$250.00
Change of Ownership	\$100.00	Reconnect – Partial	\$100.00
PIC Change	\$5.00		
Change Telephone Number	\$25.00		
Change Parent/Child Billing	\$150.00		

911 SURCHARGE

\$.12/line

PRICE LIST (Continued)

NUVOX MILLENNIUM BUSINESS SERVICES - Obsolete⁽³⁾

	Monthly Rate ⁽¹⁾	Non-Recurring 1 Year Contract ⁽²⁾	Non-Recurring 2 Year Contract ⁽²⁾	Non-Recurring 3 Year Contract ⁽²⁾
Single Business Lines				
Per Line, Flat Rate				
-Akron, Columbus, Dayton	\$33.45	\$22.00	\$20.00	\$18.00
-Cincinnati	\$37.76	\$46.00	\$44.00	\$42.00
Per Line, Message Rate				
-Akron, Columbus, Dayton	\$18.34	\$22.00	\$20.00	\$18.00
Key System Service				
Per Multi-line, Flat Rate				
-Akron, Columbus	\$34.52	\$22.00	\$20.00	\$18.00
-Dayton	\$37.76	\$22.00	\$20.00	\$18.00
-Cincinnati	\$37.76	\$46.00	\$44.00	\$42.00
Per Multi-line, Message Rate				
-Akron, Columbus, Dayton	\$22.67	\$22.00	\$20.00	\$18.00
Select Feature Package				
Per Package, Per Line	\$7.55	\$10.00	\$10.00	\$10.00
PBX Trunk Service				
Per DS-0, Flat Rate				
-Akron, Columbus	\$34.52	\$22.00	\$20.00	\$18.00
-Dayton	\$37.76	\$22.00	\$20.00	\$18.00
-Cincinnati	\$46.39	\$46.00	\$44.00	\$42.00
Per DS-0, Message Rate				
-Akron, Columbus, Dayton	\$22.67	\$22.00	\$20.00	\$18.00
Analog DID, Per Trunk Equipped	\$10.79	\$15.00	\$15.00	\$15.00
Digital DID, Per Trunk Equipped	\$10.79	\$10.00	\$10.00	\$10.00
Per DID Number	\$.21	NA	NA	NA
T-1 AdvantEdgesm PBX Service				
Akron, Columbus, Dayton				
Per T-1 Interface	\$215.78	\$750.00	\$500.00	\$250.00
Per Analog Channel	\$21.58	NA	NA	NA
Per Digital Channel	\$21.58	NA	NA	NA
Analog DID, per T-1	\$107.89	\$150.00	\$150.00	\$150.00
Digital DID and/or DNIS, per T-1	\$107.89	\$100.00	\$100.00	\$100.00
Per DID Number	\$.21	NA	NA	NA

⁽¹⁾ Line/trunk rates include the standard features listed in the individual service descriptions in Section 5 and free local calling as specified in Section 4.

⁽²⁾ Applies to initial installations and subsequent changes, per line/trunk.

⁽³⁾ These rates are obsolete and available only for existing Millennium Business Services contracts for the duration of the contract. Additions to existing contracts must be ordered from Section 11.

PRICE LIST (Continued)

NUVOX MILLENNIUM BUSINESS SERVICES (cont'd) - Obsolete⁽⁴⁾

	Monthly Rate⁽¹⁾	Non-Recurring 1 Year Contract⁽²⁾	Non-Recurring 2 Year Contract⁽²⁾	Non- Recurring 3 Year Contract⁽²⁾
T-1 AdvantEdgesm PBX Service (Cont'd)				
Cincinnati				
Per T-1 Interface	\$215.78	\$750.00	\$500.00	\$250.00
Per Analog Channel	\$32.37	NA	NA	NA
Per Digital Channel	\$32.37	NA	NA	NA
Analog DID, per T-1	\$107.89	\$150.00	\$150.00	\$150.00
Digital DID and/or DNIS, per T-1	\$107.89	\$100.00	\$100.00	\$100.00
Per DID Number	\$.21	NA	NA	NA
	<u>Per Call⁽³⁾</u>			
Message Rate Service	\$.063			

⁽¹⁾ Line/trunk rates include the standard features listed in the individual service descriptions in Section 5 and free local calling as specified in Section 4.

⁽²⁾ Applies to initial installations and subsequent changes, per line/trunk.

⁽³⁾ Monthly line or trunk charges are additional.

⁽⁴⁾ These rates are obsolete and available only for existing Millennium Business Services contracts for the duration of the contract. Additions to existing contracts must be ordered from Section 11.

PRICE LIST (Continued)

BUSINESS TELEPHONE FEATURES

Feature	Monthly Recurring Charge/Per Line	Non-Recurring Charge⁽¹⁾	Charge Per Use⁽²⁾⁽³⁾
Auto Redial	\$3.43	\$5.00	\$.53
Call Forward – Busy	\$.86	\$5.00	
Call Forward – Don't Answer	\$.86	\$5.00	
Call Forward – Busy Don't/Answer	\$.86	\$5.00	
Call Forward – Variable	\$2.69	\$5.00	
Call Return	\$3.24	\$5.00	\$.53
Call Transfer Disconnect ⁽⁴⁾	\$4.32	\$5.00	
Call Waiting	\$4.86	\$5.00	
Caller ID	\$7.55	\$5.00	
Priority Call	\$3.24	\$5.00	
Remote Access to Call Forwarding	\$1.08	\$20.00	
Speed Dialing 30	\$2.57	\$5.00	
Three-Way Calling	\$2.16	\$5.00	\$.79
900 Number Blocking	\$0.00	\$0.00	

⁽¹⁾ Only one non-recurring charge applies per line when multiple Business Telephone Features are ordered at the same time.

⁽²⁾ A non-recurring charge does not apply for per use features. Customers are charged for each use of the service.

⁽³⁾ Blocking of these services is available upon request.

⁽⁴⁾ Call Transfer Disconnect subscribers cannot use the service to expand their local calling scope and are restricted from making international calls unless special arrangements are made through the business office. This service cannot be resold. Subscribers are responsible for any toll or other charges associated with calls they originate.

PRICE LIST (Continued)

PRIMARY RATE INTERFACE (PRI)

	Monthly Rate	Non-Recurring 1 Year Contract⁽¹⁾	Non-Recurring 2 Year Contract⁽¹⁾	Non-Recurring 3 Year Contract⁽¹⁾
ISDN-PRI				
Per PRI, Flat Rate				
Akron, Dayton, Columbus, Cincinnati	\$1009.73	\$1250.00	\$1000.00	\$750.00
Optional Features				
Akron, Dayton, Columbus				
Back-Up D Channel	\$44.88	\$50.00	\$45.00	\$40.00
Caller ID Name and Number Delivery	N/C	N/C	N/C	N/C
Dynamic Channel Allocation, Per Interface	N/C	N/C	N/C	N/C
Digital DID and/or DNIS, Static per T-1	N/C	N/C	N/C	N/C
Per DID Number	\$.22	NC	NC	NC
Cincinnati				
Back-Up D Channel	\$44.88	\$50.00	\$45.00	\$40.00
Caller ID Name and Number Delivery	N/C	N/C	N/C	N/C
Dynamic Channel Allocation, Per Interface	N/C	N/C	N/C	N/C
Digital DID and/or DNIS, Static per T-1	N/C	N/C	N/C	N/C
Per DID Number	\$.22	NC	NC	NC
ISDN – PRI VALUE PLAN				
2 Year Contract , Per PRI Span, Flat Rate	\$897.54	\$1250.00	\$1000.00	\$750.00
3 Year Contract , Per PRI Span, Flat Rate	\$785.34	\$1250.00	\$1000.00	\$750.00
ISDN-PRI VALUE PLAN QUANTITY DISCOUNT FOR 3+ PRIs⁽²⁾				
1 Year Contract , Per PRI Span, Flat Rate	\$908.76	\$1250.00	\$1000.00	\$750.00
2 Year Contract , Per PRI Span, Flat Rate	\$807.78	\$1250.00	\$1000.00	\$750.00
3 Year Contract , Per PRI Span, Flat Rate	\$706.81	\$1250.00	\$1000.00	\$750.00

⁽¹⁾ Applies to initial installations, subsequent changes, and moves of service.

⁽²⁾ Eligible customer must have three or more PRI spans per account. PRIs can be installed at different locations but must be ordered on the same contract and billed to the same account.

PRICE LIST (Continued)

DIRECTORY LISTINGS

Monthly Recurring Charge

Primary Listing	NC
Additional Listing	\$2.50
Alternate Listing	\$2.00
Non-Published Number	\$1.25
Non-Listed Number	\$1.25

OPERATOR SERVICES

Directory Assistance

Akron, Columbus, Dayton

\$1.10/per call

Cincinnati

\$1.10/per call

Directory Assistance Call Completion

Akron, Columbus, Dayton

\$.25/per call

Cincinnati

\$1.00/per call

Directory Assistance – National

\$1.45/per call

Operator Assisted Surcharges

	<u>Per Call</u>
Third Number Billing	\$1.50
Collect Calls	\$1.25
Calling Card, Operator Handled	\$1.25
Calling Card, Automated	\$.50
Person to Person	\$3.00
Station to Station	\$1.10
General Assistance	N/C

Busy Line Verification

\$1.20/per request

Busy Line Interrupt

\$1.20/per request

PRICE LIST (Continued)

MISCELLANEOUS SERVICES

Presubscription

PIC Change, per line - \$5.00, Non-recurring Charge

Number Retention

Number retention, per telephone number - \$5.00, Non-Recurring Charge

Remote Call Forwarding

	<u>Non-Recurring Charge</u>	<u>Recurring Charge</u>
RCF, per Access Path	\$45.00	\$16.84
Flat-rated Usage, per Access Path	N/A	\$7.85

Association Package

Long Distance: \$.0683/minute

Central Office Line

<u>Non-Standard Access Line</u>	<u>Per Call Rate</u>	<u>Non-Recurring Charge</u>	<u>Recurring Charge</u>
Akron, Columbus & Dayton- Obsolete⁽¹⁾			
Flat Rate-		\$60.00	\$36.68
Message Rate, Monthly Rate		\$24.00	\$25.89
-Per Call Rate	\$.084		
 Cincinnati- Obsolete⁽¹⁾			
Flat Rate		\$46.00	\$37.76

⁽¹⁾ This rate is obsolete and available only for existing Central Office Line contracts for the duration of the contract.

PRICE LIST (Continued)

NUVOX BUSINESS SERVICES

	Monthly Rate ⁽¹⁾	Non-Recurring 1 Year Contract ⁽²⁾	Non-Recurring 2 Year Contract ⁽²⁾	Non-Recurring 3 Year Contract ⁽²⁾
Single Business Lines⁽⁴⁾				
Per Line, Flat Rate				
-Akron, Columbus, Dayton	\$35.85	\$22.00	\$20.00	\$18.00
-Cincinnati	\$40.34	\$46.00	\$44.00	\$42.00
Per Line, Message Rate ⁽³⁾				
-Akron, Columbus, Dayton	\$20.14	\$22.00	\$20.00	\$18.00
Key System Service⁽⁴⁾				
Per Multi-line, Flat Rate				
-Akron, Columbus	\$36.97	\$22.00	\$20.00	\$18.00
-Dayton	\$40.34	\$22.00	\$20.00	\$18.00
-Cincinnati	\$40.34	\$46.00	\$44.00	\$42.00
Per Multi-line, Message Rate ⁽³⁾				
-Akron, Columbus, Dayton	\$24.62	\$22.00	\$20.00	\$18.00
Select Feature Package				
Per Package, Per Line	\$7.85	\$10.00	\$10.00	\$10.00
PBX Trunk Service				
Per DS-0, Flat Rate				
-Akron, Columbus	\$36.97	\$22.00	\$20.00	\$18.00
-Dayton	\$40.34	\$22.00	\$20.00	\$18.00
-Cincinnati	\$49.31	\$46.00	\$44.00	\$42.00
Per DS-0, Message Rate ⁽³⁾				
-Akron, Columbus, Dayton	\$24.62	\$22.00	\$20.00	\$18.00
Analog DID, Per Trunk Equipped	\$11.22	\$15.00	\$15.00	\$15.00
Digital DID, Per Trunk Equipped	\$11.22	\$10.00	\$10.00	\$10.00
Per DID Number	\$.22	NA	NA	NA
T-1 AdvantEdgesm PBX Service				
Akron, Columbus, Dayton				
Per T-1 Interface	\$224.39	\$750.00	\$500.00	\$250.00
Per Analog Channel	\$22.44	NA	NA	NA
Per Digital Channel	\$22.44	NA	NA	NA
Analog DID, per T-1	\$112.19	\$150.00	\$150.00	\$150.00
Digital DID and/or DNIS, per T-1	\$112.19	\$100.00	\$100.00	\$100.00
Per DID Number	\$.22	NA	NA	NA

⁽¹⁾ Line/trunk rates include the standard features listed in the individual service descriptions in Section 5 and free local calling as specified in Section 4.

⁽²⁾ Applies to initial installations and subsequent changes, per line/trunk.

⁽³⁾ Message Rate Service is obsolete and available only for existing contracts for the duration of the contract.

⁽⁴⁾ When this service is provisioned via copper lines with dial tone provided by the incumbent LEC rather than by the Company, the rate shown is increased by \$8.42 per line per month in light of increased costs to the Company.

PRICE LIST (Continued)

NUVOX BUSINESS SERVICES (Cont'd)

	Monthly Rate⁽¹⁾	Non-Recurring 1 Year Contract⁽²⁾	Non- Recurring 2 Year Contract⁽²⁾	Non-Recurring 3 Year Contract⁽²⁾
T-1 AdvantEdgesm PBX Service				
(Cont'd)				
Cincinnati				
Per T-1 Interface	\$224.39	\$750.00	\$500.00	\$250.00
Per Analog Channel	\$33.66	NA	NA	NA
Per Digital Channel	\$33.66	NA	NA	NA
Analog DID, per T-1	\$112.19	\$150.00	\$150.00	\$150.00
Digital DID and/or DNIS, per T-1	\$112.19	\$100.00	\$100.00	\$100.00
Per DID Number	\$.22	NA	NA	NA
	<u>Per Call⁽³⁾</u>			
Message Rate Service	\$.063			
Central Office Line⁽⁵⁾				
Akron, Columbus & Dayton				
Per Line, Flat Rate	\$39.21	\$24.00	\$24.00	\$24.00
Message Rate,				
Monthly per line	\$27.99	\$24.00	\$24.00	\$24.00
Per Call Rate	\$.086			
Cincinnati				
Per Line, Flat Rate	\$40.34	\$46.00	\$46.00	\$46.00
Voice T-1 Value Plan				
	<u>Monthly Recurring Charge⁽⁴⁾</u>			<u>Non-Recurring Charge</u>
	<u>1 Year Term</u>	<u>2 Year Term</u>	<u>3 Year Term</u>	
1 - 2 Voice T-1s				
Per T-1	\$762.91 /month	\$677.64/month	\$593.49/month	N/A
3 + Voice T-1s				
Per T-1	\$686.61/month	\$610.33/month	\$534.03/month	N/A
DID and/or DNIS				
Per T-1	\$112.19/month	\$112.19/month	\$112.19/month	\$100.00
Per DID Number	\$.22	\$.22	\$.22	N/A
Voice T-1 Value Plan Toll Rate		\$.0718/minute		N/A

⁽¹⁾ Line/trunk rates include the standard features listed in the individual service descriptions in Section 5 and free local calling as specified in Section 4.

⁽²⁾ Applies to initial installations and subsequent changes, per line/trunk.

⁽³⁾ Message Rate Service is obsolete and available only for existing contracts for the duration of the contract.

⁽⁵⁾ When this service is provisioned via copper lines with dial tone provided by the incumbent LEC rather than by the Company, the rate shown is increased by \$8.42 per line per month in light of increased costs to the Company.

⁽⁴⁾ Rates include free local calling as specified in Section 4.

PRICE LIST (Continued)

BROADBAND BUNDLE

	Monthly Rate ⁽¹⁾	Non-Recurring Charges
Broadband Bundle Single Business Lines or Key System Service, Per Line		
-Akron, Columbus, Dayton	\$34.78	N/A
-Cincinnati	\$41.51	N/A
Broadband Bundle Plus Single Business Lines or Key System Service, Flat Rate, Per Line		
-Akron, Columbus, Dayton	\$41.51	N/A
-Cincinnati	\$48.24	N/A
Broadband Bundle PBX Trunk Service, Per DS-O		
-Akron, Columbus, Dayton	\$34.78	N/A
-Cincinnati	\$41.51	N/A
Broadband Bundle Plus PBX Trunk Service, Flat Rate, Per DS-O		
-Akron, Columbus, Dayton	\$41.51	N/A
-Cincinnati	\$48.24	N/A

NUBUNDLE

	Non-Recurring	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
Per Line/Trunk, Flat Rate ⁽¹⁾				
Akron, Columbus,	N/A	\$48.24	\$43.76	\$41.51
Cincinnati	N/A	\$51.61	\$47.12	\$44.88
Dayton	N/A	\$51.61	\$49.36	\$47.12

NUBUNDLE COMPLETE VOICE OPTION

	Non- Recurring	Monthly Rate/ 1 Year Contract	Monthly Rate/ 2 Year Contract	Monthly Rate/ 3 Year Contract
Six (6) Lines/Trunks, Flat Rate ⁽¹⁾				
Akron	N/A	\$289.46	\$272.63	\$255.79
Cincinnati	N/A	\$398.28	\$374.72	\$351.16
Columbus	N/A	\$274.87	\$255.79	\$243.46
Dayton	N/A	\$289.46	\$273.75	\$256.92
Per Each Additional Line/Trunk ⁽¹⁾				
Akron	N/A	\$44.88	\$35.19	\$38.14
Cincinnati	N/A	\$53.86	\$49.36	\$43.84
Columbus	N/A	\$48.24	\$44.88	\$42.64
Dayton	N/A	\$51.61	\$49.36	\$47.12

⁽¹⁾Includes free local calling as specified in Section 4.

PRICE LIST (Continued)

DEDICATED INTRASTATE LD RATES FOR NUVOX BUSINESS SERVICE AND ISDN-PRI CUSTOMERS:

	Single Business Line	Key System Service	PBX Trunk Service	T-1 AdvantEdge PBX Service/ISDN-PRI Service
Outbound "1+" Intrastate Toll Rate	\$.1033/minute	\$.0928/minute	\$.0928/minute	\$.0718/minute
Inbound "Toll Free" Intrastate Rate	\$.1033/minute	\$.0928/minute	\$.0928/minute	\$.0928/minute
Calling Card Intrastate Rate	\$.2135/minute	\$.2135/minute	\$.2135/minute	\$.2135/minute

DEDICATED LD RATES FOR NUVOX BUSINESS SERVICE AND ISDN CUSTOMERS WITH NUVOX INTERNET OR DATA SERVICES:

	Single Business Line	Key System Service	PBX Trunk Service	T-1 AdvantEdge PBX Service/ISDN-PRI Service
Outbound "1+" Intrastate Toll Rate	\$.0928/minute	\$.0823/minute	\$.0823/minute	\$.0613/minute
Inbound "Toll Free" Intrastate Rate	\$.0928/minute	\$.0823/minute	\$.0823/minute	\$.0823/minute
Calling Card Intrastate Rate	\$.2135/minute	\$.2135/minute	\$.2135/minute	\$.2135/minute

SWITCHED INTRASTATE LD RATES FOR NUVOX BUSINESS SERVICE CUSTOMERS:

	<u>Per Minute</u>	<u>Add'l Six Seconds</u>	<u>Monthly Recurring Charge</u>
Outbound "1+" Intrastate Toll Rate	\$.1085	\$.0105	N/C
Inbound "Toll Free" Intrastate Rate	\$.1085	\$.0105	\$5.00/800 Number
	<u>Initial Minute</u>	<u>Add'l Minute</u>	<u>Per Use</u>
Calling Card Intrastate Rate	\$.266	\$.266	\$.2625

PRICE LIST (Continued)

LONG DISTANCE VOLUME PLAN

<u>Monthly Billing</u>	<u>Dedicated Toll Rate</u>
\$100-\$1000	\$.0823
\$1001-\$2000	\$.0718
\$2001-\$3000	\$.0655
\$3001-\$4000	\$.0613
\$4001-\$5000	\$.055
\$5001+	\$.0539

HIGH VOLUME/SHORT CALL PLAN

<u>Monthly Billing</u>	<u>Dedicated Toll Rate</u>
\$5000	\$.056

BROADBAND BUNDLE

Long Distance \$.077/minute

PAYPHONE SURCHARGE

Per Use, \$.60

VOICE T-1 VALUE PLAN

Voice T-1 Value Plan Toll Rate \$.0718/minute

ALL VOICE T-1 VALUE PLAN

All Voice T-1 Value Plan Toll Rate \$.056/minute

NUBUNDLE/COMPLETE VOICE PLUS ADDITIONAL MINUTES

Intrastate Toll Rate \$.0655/minute

Interstate Toll Rate \$.053/minute

EXISTING CUSTOMER LONG DISTANCE PLAN

Existing Customer LD Plan Rate \$.056/minute

SOFTPHONE LD

\$.0485/ minute

PRICE LIST (Continued)

FLEXLINX

Rate per minute for minutes over the 1000 included package minutes: \$.053

Additional long distance minutes may be purchased as follows:

<u>Term</u>	<u>Monthly Rate per 1000 Minutes</u>
1 Year	\$42.00
2 Year	\$36.75
3 Year	\$31.50
4 Year	\$26.25
5 Year	\$21.00

Note: This long distance plan is grandfathered and available only to existing customers for the duration of their current contracts.

Phone Cards

\$0.2135 per minute

\$0.37 per call surcharge

Toll Free Numbers:

\$1.04 per month per line

Toll Free Features:

Holiday Routing

Time of Day Routing

Geographic Routing

\$78.00 per month per feature

Pay Phone Call Blocking:

\$78.00 per month per FLEXlinx package

Non-Pay Phone Call Blocking:

\$15.60 per month per FLEXlinx package

LD BUCKETS

<u>Term</u>	<u>Monthly Recurring Charge</u>
1-Year	\$35.00 per 1,000 minutes
2-Year	\$30.00 per 1,000 minutes
3-Year	\$25.00 per 1,000 minutes

Overage Minutes \$.053/minute

Note: This long distance plan is grandfathered and available only to existing customers for the duration of their current contracts.

LONG DISTANCE BLOCKS

Pricing:

<u>Term</u>	<u>Monthly Recurring Charge</u>
1-Year	\$36.00 per 1,000 minutes
2/3-Year	\$32.00 per 1,000 minutes
4/5-Year	\$26.00 per 1,000 minutes

PRICE LIST (Continued)

OVERAGE RATE: \$.04/minute

BUSINESS WINDSTREAM 7 PLAN (FLAT 7)

Per minute rate:	\$0.07
Calling Card per minute rate	\$0.20

BUSINESS WINDSTREAM 6 PLAN (FLAT 6)

Per minute rate:	\$0.06
Calling Card per minute rate	\$0.20

BUSINESS WINDSTREAM PLAN (FLAT 5)

Per minute rate:	\$0.05
Calling Card per minute rate	\$0.20

WINDSTREAM FLEX 100

Monthly Recurring Charge, per 100 minute block	\$5.00*
Calling Card Calls, per minute rate (No Surcharge)	\$0.20

*This charge is the same as the Monthly Rate identified in the Company's Interstate Terms and Conditions/Price List. Only one MRC will be applied for both interstate and intrastate service provided to the customer.

BUSINESS UNLIMITED LONG DISTANCE PLAN

Monthly Recurring Charge, per line	\$10.00*
Calling Card Calls, per minute rate (No Surcharge)	\$0.20

*Customers are required to subscribe to a Windstream unlimited interstate plan, at the applicable rates, in order to be eligible for this plan.