

**Windstream  
Communications  
Southwest**

**OKLAHOMA LOCAL  
TERMS OF SERVICE**

For Telephone Service

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SYMBOLS

GENERAL

The following symbols will be utilized for all changes of material within the General Exchange Tariff.

- (AT) Addition to text
- (C) Correction
- (CP) Change in practice
- (CR) Change in rate
- (CT) Change in text
- (DR) Discontinued rate
- (FC) Change in format lettering or numbering
- (MT) Moved text
- (NR) New rate
- (RT) Removal of text

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DEFINITION OF TERMS

	Sheet No.
Definition of terms.....	1

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#### DEFINITION OF TERMS

##### ACCESS LINE ARRANGEMENT

The term "Access Line Arrangement" denotes the line between the serving Central Office and the customer's premises.

##### ACCESS POINTS

The term "Access Point(s)" denotes the "Connecting Apparatus" locations or points to which station or terminal equipment may be connected forming a "Connection" to the "Access Line."

##### ACCESSORIES

The term "Accessories" denotes devices which are mechanically attached to, or used with, the facilities furnished by the Telephone Company and which are independent of, and not electrically connected to, the Conductors in the Communications System.

##### ADDITIONAL EXCHANGE ACCESS FACILITIES

A term applied when exchange access arrangements are extended to other premises for the convenience of the customer.

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## DEFINITION OF TERMS

### ADDITIONAL EXCHANGE ACCESS LOCATION

Additional Exchange Access location is the extending of exchange access arrangement service to other locations for the convenience of the customer.

Following are the various types of additional telephone location service offered by this Telephone Company:

"Business" Additional Exchange Access locations - are those associated with and having full access to the business exchange access arrangement service.

"Residence" Additional Exchange Access locations - are those associated with and having full access to the residential exchange access arrangement service.

"Off-Premises" Additional Exchange Access locations - are those associated with individual line service only and having full access to the same service as the exchange access arrangement service with which it is associated.

"Detached" Additional Exchange Access locations - are associated with foreign exchange service only and are located in the serving exchange with full access to the service. The serving exchange is the exchange in which the central office switching facilities are located.

"Private Branch Exchange" Additional Exchange Access locations - are those additional telephone locations associated with PBX stations and having full access to the same service as the PBX station subject to conditions specified in these terms of service.

"Rural Service" Additional Exchange Access locations - will be furnished within the Exchange Area Boundary provided they are located on the same premises as the associated exchange access arrangement service.

"Residential Additional Exchange Access locations to Second Households" - are permitted on individual line service provided the second household is located on the same premises as the exchange access arrangement service and further that a member of the second household is a full-time employee of the main line customer.

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#### DEFINITION OF TERMS

##### APPLICANT FOR TELECOMMUNICATIONS SERVICE

Any person, partnership, cooperative corporation, corporation, or lawful entity requesting service(s) from a telecommunications service provider.

##### AUTHORIZED PROTECTIVE CONNECTING MODULE

The term "Authorized Protective Connecting Module" denotes a protective unit designed by the Telephone Company and manufactured under the control of Tele- phone Company quality assurance procedures; which unit is to be incorporated in a Conforming Answering Device.

##### AUTHORIZED USER

A person, firm or corporation (other than the customer) on whose premise a telephone, Private Branch Exchange, or Private Line Service or Channel is located and who may communicate over such channels in accordance with the terms of these terms of service.

##### AUTOMATIC TRUNK (See Trunk)

##### AUXILIARY LEADS

Terminal equipment leads at the interface, other than telephone connections, which leads are to be connected either to common equipment or to circuits extending to central office equipment.

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## DEFINITION OF TERMS

### BUILDING

The term "same building" or "building" is to be interpreted to mean a structure under one roof or two or more structures which are connected by an enclosed passageway in which the wires or cables of the Telephone Company may be placed without exposure to outside electrical circuits or the weather. In no case can conduit be considered as an enclosed passageway.

CCSA - Common Control Switching Arrangement-These switching arrangements are provided on Telephone Company premises to interconnect channels for (1) private line telephone service, and (2) alternate private line telephone-data service.

### CENTRAL OFFICE

Switching unit in one location for terminating and interconnecting customer's lines and trunks. It has a distinguishing calling code and should not be used interchangeably with "exchange."

### CENTRAL OFFICE OPERATOR ACCESS TRUNKS

Central Office Operator Access Trunks are trunks furnished only to hotels, motels and hospitals which terminate on the toll switchboard for the handling of long distance calls from the customer's switch. The number of Central Office Operator Access Trunks furnished to a customer will be determined by the Telephone Company on the basis of average business day long distance message count. Such trunks will be subject to annual review by the Telephone Company and will be furnished subject to availability of central office equipment and facilities.

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DEFINITION OF TERMS

COAM

Customer-Owned And -Maintained

CHANGE

The term "Change" denotes the substitution or rearrangement of facilities which does not involve a move of the facility.

CHANNEL

A channel is the electrical path provided by the Telephone Company between two or more terminating points for the transmission of information or intelligence. It should not be confused with the term "Pair" and is not necessarily metallic conductors.

CLASS OF SERVICE

A designation given exchange service dependent upon the nature of its use such as business or residence services.

COIN TELEPHONE SERVICE

An individual line service equipped with a coin collection telephone installed for use of the general public in locations where the general public has access to these telephones.

COMMUNICATIONS SYSTEMS

Denotes channels or other facilities which are capable, when not connected to long distance message telecommunications service, of 2-way communications between customer-provided terminal equipment or Telephone Company stations.

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## DEFINITION OF TERMS

### CONFORMANCE NUMBER

The term "Conformance Number" denotes an identifying number assigned by the Telephone Company to a particular model of Conforming Answering Device incorporating an Authorized Protective Connecting Module when that model of device is in conformance with the provisions set forth by the Telephone Company in its Technical Reference for Conforming Answering Devices.

### CONFORMING ANSWERING DEVICE

The term "Conforming Answering Device" denotes a customer-provided device which automatically answers incoming calls; transmits a prerecorded voice message or appropriate audible signal to the calling party; records a voice message from the calling party if so designed and arranged; and automatically disconnects from the line in a prearranged manner on completion of the last of the functions for which it was designed and arranged as described in this paragraph. The Conforming Answering Device may include remote interrogation and/or device function control. A Conforming Answering Device must incorporate an Authorized Protective Connecting Module and must bear a valid Conformance Number.

### CONNECTING APPARATUS

The term "Connecting Apparatus" denotes the terminal block or jack to which the single-line station or terminal equipment may be connected.

### CONNECTING ARRANGEMENT

The term "Connecting Arrangement" denotes the equipment to accomplish the direct electrical connection of customer-provided facilities with the facilities of the Telephone Company.

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## DEFINITION OF TERMS

### CONNECTION

The term "Connection" denotes the establishment of telephone service. A move of existing service to a different premises requires a "connection."

### CONTINUOUS PROPERTY

A continuous plot of ground occupied by the customer which is not separated by a public thoroughfare.

### CONTRACT

The term "Contract" refers to the service agreement between a customer and the Telephone Company under which facilities, services and/or equipment for communication between specified locations, for designated periods, and for the use of the customer and the authorized users specifically named in the contract are furnished in accordance with the provisions of the Telephone Company regulations and schedules.

### COST

Wherever the words "Cost" or "Actual Cost" are used in these terms of service, they are intended to cover the cost of equipment and materials provided or used plus the cost of installation including engineering, labor, supervision, transportation, rights-of-way and other items which are chargeable to the capital accounts. This also denotes the actual expense incurred by the Telephone Company relating to the call-out of Telephone Company Personnel.

### CPE

Customer-Premises Equipment

### CUSTOMER

Any Person, firm, partnership, cooperative corporation, coporation, or lawful entity that receives regulated telecommunications services supplied by any telecommunications service provider or IXC.

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## DEFINITION OF TERMS

### CUSTOMER PREMISES WIRING

Customer premises wiring is telephone plant, including materials and labor, excluding station equipment, installed on the customer's side of the demarcation point. Customer premises wiring includes all of the wiring and jacks inside the customer's premises as well as the wiring extending from the Telephone Company-provided network interface device the protector, if present.

### CUSTOMER-PROVIDED TERMINAL EQUIPMENT

The term "Customer-Provided Terminal Equipment" denotes devices, apparatus and their associated wiring, provided by a customer, which are used with the network control signaling unit, data set or other station equipment furnished by the customer.

### DATA ACCESS ARRANGEMENT

The term "Data Access Arrangement" denotes a protective connecting arrangement for use with the network control signaling unit, or in lieu of the connecting arrangement, an arrangement to identify a central office access line and protective facilities and procedures to determine compliance with criteria set forth in these terms of service.

### DATE OF PRESENTATION

The date upon which a bill or notice is mailed or otherwise delivered to the customer.

### DEMARCATIION POINT

The demarcation point is the point of interconnection between Telephone Company communication facilities and terminal equipment, protective apparatus or wiring at a customer's premise. The point of demarcation shall be located on the subscriber's side of the Telephone Company's network interface device, protector, or the equivalent thereof.

### DENIAL OF SERVICE

See "Suspension of Service."

### DIRECT ELECTRICAL CONNECTION

Connection of terminal equipment to the telephone network by means other than acoustic and/or inductive coupling, i.e., connected by electrically conductive metallic paths.

### DIRECTORY LISTING

(See Section 7)

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#### DEFINITION OF TERMS

##### END USER

Means the customer to whom a telephone number is assigned.

##### EXCHANGE

A telephone system consisting of one or more central office areas which provides for service within a specified area known as the "Exchange Area."

##### EXCHANGE ACCESS ARRANGEMENT

A telephone facility which permits access to and from the customer's premise and the telephone exchange network point. A telephone exchange network point is also known as a serving central office.

##### EXCHANGE ACCESS RATE

The monthly rate which applies to the Exchange Access Arrangement.

##### EXCHANGE AREA

The area within which the Telephone Company will furnish complete telephone service at the exchange rates applicable within that area.

##### EXTENDED AREA SERVICE

A service arrangement whereby customers may place calls to other specified exchanges without incurring message toll charges.

##### EXTRA LISTING

Refer to Directory Listings Section.

##### FACILITIES

The physical plant necessary in connection with providing service.

##### FLAT RATE SERVICE

Unlimited exchange service furnished for a fixed periodic charge.

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#### DEFINITION OF TERMS

##### FOREIGN CENTRAL OFFICE SERVICE

Exchange service furnished to a customer in a multioffice exchange from a central office other than the central office serving the area in which the customer is located.

##### FOREIGN EXCHANGE SERVICE

Exchange service furnished by means of a circuit connecting the customer with a central office outside of the exchange area in which the customer is located.

##### FOUR-WIRE CIRCUIT

Communication path using one channel for each direction of transmission.

##### HARM

Harm, as defined by the FCC, consists of "electrical hazards to telephone company personnel, damage to telephone company equipment, malfunction of telephone company billing equipment, and degradation of service to persons other than the user of the subject terminal equipment, his calling or called party."

##### HOUSEHOLD

A Household comprises all persons who occupy a dwelling unit, (for example: a house, an apartment or other group of rooms or a room that constitutes separate living quarters). A household includes the related persons (the head of the household and others in the dwelling unit who are related to the head) and also the lodgers and employees, if any who regularly live in the house. A person living alone or a group of unrelated persons sharing the same unit as partners is counted as a Household.

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DEFINITION OF TERMS

INTEREXCHANGE

Telecommunications between two or more exchanges.

INTERFACE

(See Demarcation Point)

INTRAEXCHANGE

Telecommunications confined wholly within a single exchange.

KEY LINE SERVICE

A central office line (Manual Trunk) providing service to a key telephone or key telephone system.

KEY TELEPHONE

A telephone instrument possessing all three of the following characteristics: (1) capable of accessing more than one line, (2) having hold capability, and (3) using common equipment or requiring wiring other than standard housewire or both of these.

KEY TELEPHONE SYSTEM

A service arrangement consisting of multiline telephone sets equipped with either rotary dial or Touch Dial pads and may be self-contained or common equipment systems.

LINE

A circuit or channel extending from a central office to the customers location to provide local exchange service.

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DEFINITION OF TERMS

LOCAL MESSAGE

A completed call between stations located within the same local calling area.

LOCAL SERVICE

Exchange service available in a particular exchange area for communication throughout that exchange area and to establish toll connections.

LOOP SIMULATOR CIRCUIT

A source of dc power and a load impedance for connection, in lieu of a telephone loop, to terminal equipment loop and ground start circuits and reverse battery circuits during testing.

MEMBER OF A FIRM OR CORPORATION

Individuals, firms, companies, or associations engaged in the same business or profession on one premises, receiving service from the same facilities, are considered as members of a firm or business if the individuals or members of the firm, company, or association file a joint income tax return and also if any individual member of a firm, company, or association substantially participates in the earnings of his fellow members of such firm, company, or association.

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DEFINITION OF TERMS

MESSAGE

A telephone conversation of any length between two telephone access lines.

NETWORK CONTROL SIGNALING

The term "Network Control Signaling" denotes the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g., dialing) calling and called number identification, audible tone signals (call progress signals indicating reorder or busy conditions, alerting, coin denominations, coin collect and coin return tones) to control the operation of switching machines in the telecommunications system.

NETWORK PORT

An equipment port of registered protective circuitry which port faces the telephone network.

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#### DEFINITION OF TERMS

##### NONRECURRING CHARGE

The one time charge associated with miscellaneous service offerings which is in addition to the applicable service charge for work performed at the customer's request.

##### PERMANENT DISCONNECT

A discontinuance of service in which the facilities used in the service are immediately made available for use for another service.

##### PCA

Protective Connecting Arrangement

##### PERSON

Means any individual, partnership, corporation, association, governmental, subdivision, or public or private organization of any character.

##### POINT OF CONNECTION

Denotes the location of a customer premise where facilities, provided by the Telephone Company, terminate at which point transmitting or receiving terminal equipment or switching equipment used for communications with terminal equipment on the premise may be connected. Also see "Demarcation Point" in this section.

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## DEFINITION OF TERMS

### POWER CONNECTIONS

The connections between commercial power and any transformer, power supply rectifier, converter or other circuitry associated with registered terminal equipment on registered protective circuitry. The following are not power connections:

Connections between registered terminal equipment or registered protective circuitry and sources of nonhazardous voltages.

Conductors which distribute any power within registered terminal equipment or within registered protective circuitry.

Green wire ground (the grounded conductor of a commercial power circuit which is UL-identified by a continuous green color).

### PREASSIGNED TELEPHONE NUMBER

A telephone number preassigned in the "Telephone Number Space" of the service order with a specific (predetermined) in-service date.

### PREMISES

I. All portions of the building occupied by same customer provided that:

- (1) The portions are not separated from each other by intervening offices, rooms, or suites not occupied by the customer.
- (2) The portions of different floors are contiguous and that the portion of the upper floor is directly above the portion occupied on the lower floor.

II. All of the buildings occupied by the same customer provided that:

- (1) All of the buildings that are located on the same plot of ground which is not intersected by a public highway.
- (2) In the case of rural, within 500' of the main service location.

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#### DEFINITION OF TERMS

##### PRIMARY SERVICE

That portion of the facilities necessary to communicate with a customer including central office equipment and circuit equipment, excluding customer equipment. This includes PBX/PABX trunks and Key Lines.

##### PRIVATE BRANCH EXCHANGE

A communication system consisting of various stations, equipment and facilities to connect these stations to central office lines or to other stations in the system either manually or automatically.

##### PRIVATE LINE

A circuit provided to furnish communication only between the two or more telephones directly connected to it, and not having connection with either central office or PBX switching apparatus.

##### PRIVATE RADIO

The transmission of voice messages from a privately owned and operated radio transmitter to selected individuals or business firms.

##### PUBLIC RADIO

The transmission of voice messages, tones or signals to general public.

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## DEFINITION OF TERMS

### PUBLIC THOROUGHFARE

A road, street, highway, way, lane or alley under the control of and kept by the public.

### REGISTRATION

A program whereby the FCC grants a Registration Number to a particular terminal device which meets particular criteria prescribed by the FCC. Registration may be granted for terminal equipment or protective circuitry. A registration number will appear on all equipment so certified.

### REGISTRATION NUMBER

The registration number must be affixed to all registered terminal equipment or protective circuitry and consist of 17 characters.

### REGISTERED PROTECTIVE CIRCUITRY

Separate, identifiable and discrete electrical circuitry designed to protect the telephone network from harm, which is registered in accordance with Part 68 of FCC Rules and Regulations.

### REGISTERED TERMINAL EQUIPMENT

Terminal equipment which is registered in accordance with the Rules and Regulations of the FCC.

### REGRADE

An application for a different class and/or grade of service.

### RESALE

An activity wherein one entity subscribes to the communications services and facilities of another entity and then offers communications service and facilities to the public (with or without adding value) for profit.

### RESERVED TELEPHONE NUMBER

A telephone number reserved for use by the customer at some undetermined future date.

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## DEFINITION OF TERMS

### RURAL LINE SERVICE

A type of service furnished the customers outside the Base Rate Area, the facilities being owned and maintained by the Telephone Company, except that in some cases the customer may be required to bear a part of the excessive construction cost of providing the service.

### SERVICE CHARGE

The one time charge intended to cover, in part, the expense incurred by the Telephone Company for work performed at the customer's request as specified in Section 6 of these terms of service.

### ROTARY HUNTING LINE SERVICE

Rotary Hunting Lines are groupings of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same group that is available to receive a call.

### SERVICE LINE

Those facilities owned and maintained by a customer or group of customers, which lines are connected with the facilities of a telephone utility for communication service.

### SERVICE DROP

Facilities used to connect the circuits of an open-wire lead, aerial-cable or underground-cable terminal to the point of entrance to the building where connection is made with the inside wires of a customer's telephone.

### SERVICE POINT

(See Demarcation Point)

### SHARING

Sharing is a nonprofit arrangement in which several users, perhaps having no community of interest other than to communicate between the same two geographic points or to communicate with each other, collectively use communications services and facilities obtained from an underlying carrier or a resale carrier, with each user paying the communications-related costs associated with subscription to and collective use of communications services and facilities according to its pro-rata usage of such communications services and facilities.

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## DEFINITION OF TERMS

### SPECIAL RATE AREA

An area outside the Base Rate Area (BRA) of an exchange, but not contiguous to the BRA in which rates for exchange access arrangements are offered at the applicable rate for the exchange in which they are located plus an incremental additive. These rates are listed in Section 5 as Special Rate Area flat rates. Rural service is not offered within the Special Rate Area boundary.

### SPECULATIVE PROJECTS

Projects that experience shows are of a type subject to frequent sale or in which the proprietor has only a minor financial interest, and which present more than the usual liability of loss.

### STANDARD TRANSMISSION LIMITS

Standard transmission limits as used herein means an airline distance of one-half mile measured from the primary station or private branch exchange switchboard.

### SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more nontemporary main telephones and/or PBX trunk line terminations at a density of at least one per acre.

### SUBURBAN AREA

That portion of the exchange area located outside the base rate area.

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## DEFINITION OF TERMS

### SUBURBAN SERVICE

Rural service furnished within a suburban area or a special rate area without application of mileage charges.

### SUPERSEDURE

A supersedure of a service means the transfer of total service, including the telephone number, from one party to another.

### SUPPLIER

The person or organization from which the customer obtains the Registered Device. The supplier may or may not be the Grantee.

### SUSPENSION OF SERVICE

A temporary discontinuance of service without terminating the contract or removing the telephone equipment from the customer's premises. Suspension of service may be divided into two general classifications as follows:

At Customer's Request: Temporary suspension of service at customer's request. (Vacation Rate Service)

Initiated by Telephone Company: Temporary suspension (denial) for nonpayment of service charges either local and/or toll.

### TECHNICAL INTERFACE REFERENCE MANUAL

A book available to the public through sale. This document presents information pertaining to the parameters of the Windstream telephone network.

### TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

The term "Telecommunications Service Priority (TSP) System" or "TSP System" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of National Security Emergency Preparedness (NSEP) services.

### TELEPHONE CONNECTION

Connection to telephone tip and ring and all connections derived from telephone tip and ring. The term "derived" as used here means that the connections are not separated from telephone tip and ring by a sufficiently protective dielectric barrier.

### TELEPHONE NETWORK

The public switched telephone network.

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#### DEFINITION OF TERMS

##### TELEPHONE SERVICE

A service including both exchange and toll service.

##### TEMPORARY DISCONNECT

A service is temporarily disconnected when service is denied or suspended by the Telephone Company, but the telephone facilities are held available for the customer of the service.

##### TEMPORARY SERVICE

Service definitely known to be required for a short period (in general less than twelve consecutive months), such as that furnished to contractors for use during construction of a building, service to a convention, circus, resort, guests at resorts, election service or other services of a similar nature where it is definitely known that service will be of a temporary nature.

##### TERMINAL EQUIPMENT

Customer-provided devices utilized for transmission or reception of communications when attached to the telecommunications line network and includes but not limited to main telephones, extension telephones, answering devices, dialers, computer terminals, etc.

##### TERMINAL PORT

An equipment port of registered protective circuitry which port faces remotely located terminal equipment.

##### TERMINATION CHARGE

A charge made to a customer upon termination of contract for service before the expiration of the contract period.

##### TIE LINE

A circuit connecting two PBX systems for the purpose of intercommunicating between the stations connected with such PBX switching apparatus.

##### TOUCH DIAL SERVICE

A service arrangement permitting use of telephone instruments equipped with keys/buttons, each of which generates a distinctive tone, for the origination of calls. Touch Dial service is offered for use with customer lines served from a central office equipped to furnish the service.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

DEFINITION OF TERMS

TRACT OR SUBDIVISION

Improved or unimproved land under a definite plan of development wherein it can be shown that there are reasonable prospects within the next three years for five or more main telephones at a density of at least one per acre.

TRENCHING COSTS

Cost of excavating, backfilling and compacting, and, where necessary, cost of breaking and replacing pavement and of restoring landscaping.

TRUNK

An "Access Line Arrangement" (Automatic Trunk) providing service for a PBX or PABX.

UNDERGROUND SUPPORTING STRUCTURE

Conduit, manholes, handholes, and pull boxes, where and as required, plus trenching costs as defined above.

URBAN AREA

That portion of the exchange located inside the base rate area.

USOC - UNIVERSAL (UNIFORM) SERVICE ORDER CODE

There are a number of wiring configurations available in the series of FCC Standard Jacks, and a separate Universal (Uniform) Service Order Code (USOC) is used to identify each jack configuration in the series.

VACATION RATE SERVICE

(See Suspension of Service)

EFFECTIVE: September 7, 2012

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GENERAL RULES AND REGULATIONS

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(CT)

ISSUED: March 16, 2007

EFFECTIVE: April 16, 2007

Vice President  
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## GENERAL RULES AND REGULATIONS

### APPLICATION OF TARIFF

These terms of service contains regulations and charges applicable to the provision of intrastate exchange network service and facilities within its operating territory in the state of Oklahoma by WINDSTREAM COMMUNICATIONS SOUTHWEST, hereinafter referred to as Windstream or the Telephone Company. The regulations specified herein are in addition to the regulations contained in other sections of these terms of service.

Regulations and charges contained in tariffs in which this company concurs apply in connection with specific exchange network service and facilities furnished under such tariffs.

### APPLICATIONS FOR SERVICE

Application for service, or requests from customers for additional service, or changes in the lass of service become contracts when received by the Company and are subject to the minimum contract term. The Telephone Company reserves the right to require application for service made in writing on forms supplied by the Company. Unless otherwise specified in other sections of these terms of service, the minimum contract period is one month.

Any change in rates, rules, or regulations lawfully made effective by the Telephone Company shall, to that extent, act as a modification of all contracts without further notice.

### ALTERNATE USE

These terms of service does not provide for alternate use.

### ACCESSIBILITY OF TARIFF

The company's tariffs are on file at the Oklahoma Corporation Commission, and are available for viewing by the public at the Commission or at the company's office in Broken Arrow, Oklahoma. The company may be contacted at 1-877-520-5220.

The OCC rules require the above availability at each company's Oklahoma office, I guess the service reps need to know, in the unlikely event a customer to contact the Broken Arrow office. Can the tariff be viewed on-line there if this were to ever happen?

### 2.20 ORDERING UNDER THE AMERICAN RECOVERY AND REINVESTMENT ACT (ARRA)

Under certain circumstances, funds provided under the American Recovery and Reinvestment Act of 2009 ("ARRA") may be subject to certain restrictions, requirements and reporting obligations. The Company may be subject to some of these restrictions, requirements and reporting obligations when services and service components are purchased with ARRA funds. In order to comply with the restrictions, requirements and reporting obligations associated with the use of ARRA funds (if any), the Company must be apprised of them before provisioning the services or service components. Accordingly, the services and service components provided under these terms of service shall not be used to support the performance of any portion of a project or program which has been funded in whole or in part with grants, loans or payments made pursuant to the ARRA, without the prior written agreement of the Company and Customer regarding any specifically applicable terms, conditions and requirements. Customer shall provide the Company with prior written notice before placing any order that may be funded in whole or in part with ARRA funds. If Customer fails to provide such prior written notice of ARRA funding; or if the parties cannot agree on the terms and conditions (if any) applicable to an ARRA funded order; or if any terms, conditions or requirements (other than those to which the Company specifically agrees in such separate writing) are found to be applicable, then the Company may, in its sole discretion, reject such order or immediately terminate the provision of any affected service or service component without further liability or obligation.

(N)

(N)

ISSUED: September 21, 2009

EFFECTIVE: September 22, 2009

Vice President  
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## GENERAL RULES AND REGULATIONS

### ADDITIONAL EXCHANGE ACCESS LOCATIONS

Additional Exchange Access locations will be provided in connection with all classes of local exchange service, excluding public telephone service.

Additional Exchange Access locations are restricted to the use of the customer, his representatives and associates or to members of the customer's immediate family or domestic establishment.

Where two or more "premises" are used in the conduct of one establishment or business, "off-premises" additional exchange access locations are permitted on individual-line service.

Off premises additional exchange access locations will be provided where answering service is required when the customer is not available at the main line telephone. Such arrangement may not be furnished in lieu of main line service and will be furnished only subject to main line service being provided at the off premises location.

The provision of circuits required to connect main and additional exchange access locations subject to "Mileage Charges" shown in these terms of service. This mileage is to be computed air line from the main line telephone to the additional exchange access location. When located in a multioffice area foreign central office mileage will apply.

Separate telephone numbers or any other distinctive designations are not assigned to additional exchange access locations nor is code or separate ringing permitted.

EFFECTIVE: September 7, 2012

Vice President  
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## GENERAL RULES AND REGULATION

### APPLICATION OF BUSINESS OR RESIDENCE RATES

Business rates apply at the following locations:

In offices, stores, shops, factories, and all other places of a strictly business nature.

In boarding houses, offices or hotels, halls, and offices of apartment buildings; quarters occupied by clubs; public, private or parochial schools or colleges; hospitals; libraries; and other similar institutions where the principal usage indicated is for administrative purposes. In churches except when the service is located in the pastor's study and not accessible for public use.

At residence locations when the customer has no regular business service, and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than of a residential nature. This fact might be indicated by advertising, either by business cards, newspapers, handbills, billboards, circulars, motion picture screens, radio, television, or other advertising matter, such as on vehicles, etc.; also, when such business use is not such as commonly arises and passes over residence telephones during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

Where the place of business and the residence of a customer are on the same premises and no service is installed in the place of business, the business rate shall be charged for the service installed in the residence.

EFFECTIVE: September 7, 2012

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## GENERAL RULES AND REGULATIONS

### APPLICATION OF BUSINESS OR RESIDENCE RATES (Continued)

At residence locations, when service or extension bell is located in a shop, office, or other place of business.

In any location where such location and expected usage of the service indicates a business or business use.

#### Residence rates apply at the following locations:

In private residences where business listings are not provided.

In private apartments of hotels, rooming houses, or boarding houses where service is confined to the use of the family unit, and which are not advertised as business telephones.

In the place of residence of a clergyman, or the clergyman's study where the service is not accessible for public use.

In quarters occupied by lodges, clubs and civic organizations where there is only an occasional use for the service, where the principle use is not for administrative purposes and the service is not available for use by the general public.

In Fire Department dormitories or sleeping quarters where the telephone number is not published and the service is not available for use by the general public.

### TRANSFER OF SERVICE (SUPERSEDURE)

An applicant who otherwise qualifies for the immediate establishment of service may supersede the service of a customer discontinuing that service when the applicant is to take service on the premises where that service is being rendered provided an arrangement acceptable to the Telephone Company is made to pay the outstanding charges against the service.

EFFECTIVE: September 7, 2012

Vice President  
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## GENERAL RULES AND REGULATIONS

### ALTERATIONS

The customer agrees to notify the Telephone Company promptly whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Telephone Company's wiring and facilities; and the customer agrees to pay the Telephone Company's current charges, if any, for such changes performed by the telephone company.

### ANNOUNCEMENT SYSTEMS

The customer is required to contract for as many announcement lines as, in the judgment of the Telephone Company, are required to handle the traffic satisfactorily.

The furnishing of automatic announcement service contemplates that the distribution of the calls placed to the telephone number assigned to such service will be such that the volumes received at any time will not cause impairment, disruption, or deterioration of the quality of other exchange telephone service or message toll telephone service. In the event that the use of an automatic announcement service causes such impairment, disruption, or deterioration, the Telephone Company shall have the right to discontinue such service without prior notification to the customer.

The customer may not transmit over facilities furnished hereunder any material the transmission of which is prohibited by law or which is deemed objectionable by the Telephone Company.

### AVAILABILITY OF FACILITIES

The Telephone Company's obligation to furnish telephone service is dependent upon its ability to secure and retain without unreasonable expense, suitable facilities and the rights for the construction and maintenance of such facilities.

EFFECTIVE: September 7, 2012

Vice President  
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GENERAL RULES AND REGULATIONS

CANCELLATION OF APPLICATION FOR SERVICE

Where the customer cancels an application for service prior to the start of installation of service, or prior to the start of special construction, no charge applies.

Where installation of service has been started prior to the cancellation, a cancellation charge equal to applicable service charges shall apply.

Where special construction has been started prior to the cancellation, a charge equal to the costs incurred in the special construction, less net salvage, applies.

Installation or special construction for a customer is considered to have started when the Telephone Company incurs any expense in connection therewith or in preparation therefor which would not otherwise have been incurred.

CUSTOMER PREMISES WIRE AND CABLE (CPWC) PROVIDED BY THE CUSTOMER

When the customer provides multi-line CPWC, the Telephone Company will not be liable for damages to property, bodily injury, and loss of life caused by the customer's acts, or those of anyone acting on his behalf, while the customer is installing or maintaining customer-provided CPWC. Additionally, the customer is responsible for any loss of telephone service or damage to telephone company-owned facilities caused by customer-provided CPWC. The Telephone Company will own and maintain and is responsible for provision of network services up to and including the multi-line jack or its equivalent (entrance facility, which includes protector or its equivalent, multi-line access cable, which includes the multi-line jack or its equivalent).

EFFECTIVE: September 7, 2012

Vice President  
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## GENERAL RULES AND REGULATIONS

### DEFACEMENT OF PREMISES

The Telephone Company shall exercise due care in connection with all work done on customer's premises. No liability shall be attached to the Telephone Company by reason of any defacement or damage to the customer's premises resulting from the existence of the Telephone Company's facilities on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

### DENIAL OR TERMINATION OF SERVICE

Without Notice: The Telephone Company may refuse service, or terminate existing service to an end-user without notice for tampering with the Telephone Company's equipment; or misuse or abuse thereof, in order to avoid payment of lawful charges; or use thereof in such manner as to create danger to life or property of the Telephone Company or other end-users.

After Notice: The Telephone Company may refuse service, or terminate existing service to an end-user pursuant to Oklahoma Corporation Commission's ("Commission") suspension and disconnect procedures, for any of the following reasons:

Nonpayment of a bill for regulated telecommunications services within the period prescribed by the Commission.

Failure to make a security deposit on terms prescribed in these terms of service.

Violation of, or noncompliance with, any provision of law, or of the Telephone Company's tariffs or terms and conditions of service filed with and approved by the Commission.

Refusal to permit the Telephone Company reasonable access to its telecommunications facilities for recovery, maintenance and inspection thereof.

Interconnection of a device, line, or channel to the Telephone Company's facilities or equipment contrary to the Telephone Company's terms and conditions of service on file with and approved by the Commission.

Use of telephone service in such manner as to interfere with reasonable service to other end-users.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

## GENERAL RULES AND REGULATIONS

The terms and conditions regarding deposits applies only to end user customers where Windstream is the Local Service provider. These terms and conditions do not apply to customers with interconnection agreements. The terms and conditions of the respective interconnection agreement will govern the deposit requirements for these customers.

### DEPOSITS

Per OCC Rule No. 165:55-9-14 for Deposits and Interest, no telecommunications service provider shall require a deposit of a residential end-user who has received the same or similar type of classification of service for twelve (12) consecutive months and to whom service was not terminated for nonpayment nor was payment late more than twice nor was a check for payment of a telecommunications service account dishonored. The twelve (12) months service period shall have been within eighteen (18) months prior to the application for new service. The telecommunications service provider's plan may establish other relevant criteria which will qualify the end-user for nonpayment of a deposit.

The amount of the deposit shall not exceed an amount equal to two (2) months local exchange charges and/or two (2) months toll charges determined by actual or anticipated usage. Where local exchange charges are billed in advance, the deposit shall include only one (1) month's such charges. The telecommunications service provider's plan may allow customers to pay deposits in installments. Upon request, the telecommunications service provider shall provide a written explanation of the deposit calculation. The explanation shall separately state the amount of the deposit which is related to local exchange service and the amount related to toll service.

- (1) Upon written request by the customer, after a period of four (4) consecutive months during which time the average amount of toll charges is shown to have decreased by fifty percent (50%) or more, the telecommunications service provider shall re-evaluate the amount of the deposit in order to determine if the original deposit amount continues to be consistent with the guidelines set forth in this Section.
- (2) The amount of the deposit shall be reduced to an amount which is consistent with the deposit guidelines set forth in this Section.
- (3) Any excess amount of the deposit resulting from the reduction required in paragraph (2) of this subsection shall be refunded to the customer.

An existing end-user may be required to post a deposit as a condition of continued service if undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill, in two (2) out of the last twelve (12) billing periods or if the end-user has had service disconnected during the last twelve (12) months pursuant to OAC 165:55-11-2 or has presented a check to the telecommunications service provider that was subsequently dishonored.

EFFECTIVE: September 7, 2012

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GENERAL RULES AND REGULATIONS

DEPOSITS (Continued)

Interest on cash deposits shall be paid by each telecommunications service provider at no less than the rate calculated as follows:

- (1) For all consumers deposits returned within one (1) year or less, the interest rate shall be established the 1st day of January of each year to equal the average of the weekly percent annual yields of one (1) year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point.
- (2) For all consumer deposits held by the telecommunications service provider for more than one (1) year, the interest rate shall be established the 1st day of January of each year to equal the average of the weekly percent annual yields of 10 year U.S. Treasury Securities for September, October, and November of the preceding year. The interest rate shall be rounded to the nearest basis point. The telecommunications service provider may pay the average of the one (1) year Treasury Security, as referenced in paragraph (e)(1) of this Section, for the first year the deposit is held.
- (3) Provided, however, that after the interest rate is initially established pursuant to this subsection, the interest rate(s) shall not change unless the application of the formula in paragraphs (e)(1) and/or (e)(2) results in a change in interest rate(s) that is/are greater than two hundred (200) basis points.
- (4) The Director of the Public Utility Division shall calculate the interest rate(s) pursuant to paragraphs (e)(1) and (e)(2) of Rule 165:55-9-14, and shall mail notice to the telecommunications service providers by December 15th of each year, only if a change in the rate(s) is/are necessary pursuant to subsection (e), otherwise the current interest rate(s) will remain in effect.

If a refund of the deposit is made within thirty (30) days of receipt of the deposit, no interest payment is required. If the telecommunications service provider retains the deposit more than thirty (30) days, payment of interest shall be made retroactive to the date of deposit. No interest shall accrue on a deposit after discontinuance of service.

The telecommunications service provider shall provide payment of accrued interest for all end-users annually by negotiable instrument or by credit against current billing. The deposit shall cease to draw interest on the date it is returned or credited to the end-user's account.

In determining the amount of any deposit permitted by this Chapter, no charges for estimated telephone directory advertising may be used. The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time of a discontinuance of services. The balance, if any, shall be returned to the end-user within thirty (30) days after settlement of the consumer's account, either in person or by mailing it to the end-user's last known address.

EFFECTIVE: September 7, 2012

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GENERAL RULES AND REGULATIONS

DEPOSITS (Continued)

If service is not connected, or after disconnection of service, the telecommunications service provider shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. A transfer of service from one (1) premise to another within the area of the telecommunications service provider shall not be deemed a disconnection within the meaning of this Part, and no additional deposit may be required unless otherwise permitted by this Subchapter.

The telecommunications service provider shall automatically refund the deposit for residential service, with accrued interest, after twelve (12) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twelve (12) month period. Payment of a charge shall be deemed satisfactory if received on or prior to the date the bill is due. Payment of a charge shall be deemed not satisfactory if made by a check that is subsequently dishonored. If the end-user does not meet these refund criteria, the deposit and interest may be retained in accordance with subsection (d) of this Section.

The telecommunications service provider may withhold refund or return of the deposit, pending the resolution of a dispute with respect to charges secured by the deposit.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



## GENERAL RULES AND REGULATIONS

### DIRECTORIES

It is the policy of the Telephone Company to publish a telephone directory annually. The Telephone Company issues directories to assist in furnishing prompt and efficient services and it does not guarantee to its customers correct listings therein. Every precaution is taken to prevent errors in, and omissions of, directory listings. The Telephone Company's liability for damages arising from errors or omissions in making up or printing of its directories or in accepting listings as presented by its customers or prospective customers shall not exceed the amount of actual damages suffered, and in no event shall its liability exceed an amount equal to local exchange service charged to the end-user for the listed service for the period during which the directory containing the error or omission is the last published directory of the exchange. The Telephone Company will not be a party to controversies arising between customers or others as a result of listings published in its directories.

The customer is entitled to one directory for each exchange access arrangement without charge. Other directories will be furnished by the Telephone Company at a reasonable charge.

### HYBRID SYSTEMS

The method in which the hybrid system is arranged for operation determines if it is a PABX or Key System. The following guidelines are used when determining if key line rates or trunk rates apply:

If the customer has the ability to individually select a specific central office trunk or line by either dialing or pulsing a preprogrammed digit or by pressing a button such as on a K6 instrument, then the "Key Line" ("Manual Trunk") rates will be applied for network access purposes.

If the customer dials or pulses a digit, e.g., "9" or pushes a trunk selection button and the system selects a trunk from the system group of trunks, then the system is performing a switching function and the "PBX Trunk" ("Automatic Trunk") rate will be applied for network access.

If the system at the option of the user has the capability of both system and specific trunk selection, then the PBX Trunk (Automatic Trunk) will be applied.

EFFECTIVE: September 7, 2012

Vice President  
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GENERAL RULES AND REGULATIONS

IMPAIRMENT OF SERVICE DUE TO CUSTOMER-CONNECTED EQUIPMENT

The Customers will be liable for service charges resulting from a premises visit by the telecommunications service provider for a trouble report caused by non-regulated customer-provided equipment or inside wiring. The customer shall be advised of the potential for charges prior to the premises visit if the customer reports the trouble. If the Telephone Company finds the trouble through route checks of its system, the customer will be notified of the charges before any work is done by Telephone Company. The customer shall not be charged for a premises visit if the customer reports the trouble before the visit and is not advised before the visit of the potential for charges relating to proposed visit by the Telephone Company.

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Customers will be billed a service charge of \$50.00 for the first hour and \$25.00 for each additional hour, during the hours of 8:00 A.M. and 5:00 P.M., Monday through Saturday, except holidays, for each service call to the customer's premises when service is impaired due to the connection of customer-provided equipment or facilities. A service charge of 1 ½ times these rates will apply on service calls for all other times.

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INDEMNIFICATION

The customer indemnifies and saves harmless the Telephone Company against claims, losses, suits for injury to or death of any persons, or damage to any property which arises from the use, placement or presence of Telephone Company facilities and associated wiring on the customer's premises and further, the customer indemnifies and saves harmless the Telephone Company against claims for libel, slander or the infringement of copyright arising directly or indirectly from the material transmitted over the facilities of the Telephone Company or the use thereof by the customer; against claims for infringement of patents arising from combining with or using in connection with, facilities furnished by the Telephone Company, and apparatus, equipment and systems provided by the customer; and against all other claims arising out of any act or omission of the customer in connection with the services or facilities provided by the Telephone Company.

INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

Customer-provided equipment and facilities may be connected to facilities of the Telephone Company under the provisions outlined in these terms of service.

These terms of service does not provide for interconnection of Miscellaneous Common Carriers. Interconnection of Miscellaneous Common Carrier Systems to the exchange and toll lines of the Company requires execution of a Miscellaneous Common Carrier Interconnection Agreement.

Customer-provided telephones, data and ancillary devices may be connected directly to telephone company lines (except coin telephones lines), without couplers if the devices are registered by the FCC or the devices are listed on the FCC Grandfathered List. Devices not registered or grandfathered by the FCC will be allowed connection to the network only through registered or grandfathered couplers.

While the Telephone Company's basic local exchange access line service may be used by the customer for dial-up access, the advertised speeds of the customer's modem may not be attainable with this service and are not guaranteed by the Telephone Company. Basic local exchange service in this context includes B1, manual trunks, automatic trunks, WINDSTREAM Centrex Service and R1 services.

ISSUED: May 14, 2008

EFFECTIVE: June 13, 2008

Vice President  
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## GENERAL RULES AND REGULATIONS

### INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Continued)

Customer-provided PABX/PBX and Key Systems can be connected through a customer-provided Protective Connecting Arrangement if such Protective Connecting Arrangement (PCA) is grandfathered or registered.

All connection of customer-provided equipment shall be by means of an industry standard plug and jack.

In all instances, including party line situations, the customer will, at his expense, be responsible for assuring that his equipment is compatible with the telephone company network. Repair visits which result from incompatibility of customer provided equipment will result in application of the appropriate service charges outlined in Section 6 of these terms of service.

In those instances when customer provided instruments or ancillary equipment actually cause trouble which requires telephone company disconnection of service, the appropriate service charges from Section 6 of these terms of service will apply.

To minimize invasions of privacy to customers on the same party line, only CPE with the appropriate frequency selective ringer or signaling device can be used.

The quantity of CPE on a line may be limited or a customer may be forced to use ringer isolation devices to avoid interference with other parties on the line.

Automatic equipment (i.e. alarm dialers) incapable of relinquishing the line in an emergency cannot be used in party line applications. All new connections will be made by industry standard plug and jack.

Customers connecting equipment to the telephone network shall, before such connection is made, give notice to the Telephone Company of the specific line or lines to which such connection is to be made and shall provide to the Telephone Company the FCC Registration Number and the FCC Ringer Equivalence Number of the registered equipment or registered protective circuitry. Such notice may be by telephone call, a visit to Telephone Company Office or a written notice to the Telephone Company.

All such customer-provided interconnections are subject to full compliance with all requirements of Part 68 of the FCC Rules and those contained in these terms of service.

The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in these terms of service, or in any of the facilities operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Customer-provided equipment and facilities may be connected to facilities of the Telephone Company, subject to the provisions of the "General Regulations" contained in Section 4 of this Exchange Network Tariff and the regulations, rates and charges specified herein.

Certain items provided in this section may require the use of commercial power. The rates quoted contemplate the use of standard equipment designed to operate on 110 volts, 60 cycles a.c. power. When special equipment, designed to operate on other voltages or frequencies, is required, the Telephone Company may make a reasonable additional charge. The commercial power, power wiring and outlets necessary for the operation of the equipment will be furnished by the customer.

EFFECTIVE: September 7, 2012

Vice President  
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## GENERAL RULES AND REGULATIONS

### INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Continued)

#### Basis of Connection

The operation, maintenance and operating characteristics of the customer-provided equipment and the magnitude and character of the voltages and currents delivered to the Telephone Company connecting equipment shall be such as not to interfere with any of the services offered by the Telephone Company or interfere with the service of others. Such equipment shall operate in such a manner as to avoid hazard and/or damage to Telephone Company plant or injury to Telephone Company employees or customers because of the character or location of the customer- provided apparatus and power source to which it is connected. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the customer shall make such changes as may be necessary to remove or prevent such hazard or interference.

#### Obligation of the Customer

The customer indemnifies and saves the Telephone Company harmless against libel, slander or the infringement of copyright or patents arising from the improper use of material transmitted over its facilities or from combining with, or using in connection with, facilities of the Telephone Company, apparatus and systems of the customer; and against all other claims arising out of any act or omission of the customer in connection with facilities provided by the Telephone Company.

#### Responsibility of Telephone Company

The Telephone Company shall not be responsible to the customer for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission (except those caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service). The liability of the Telephone Company for damages caused by its failure to furnish facilities suitable for ordinary telephone service or its failure to maintain and operate such facilities in a manner proper for telephone service is as set forth in the "General Regulations" contained in Section 4 of these terms of service.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

GENERAL RULES AND REGULATIONS

INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Continued)

Responsibility of Telephone Company (Continued)

The Telephone Company shall not be responsible for the installation, operation or maintenance of any customer-provided terminal equipment. Exchange service is not represented as adapted to the use of customer-provided equipment and where such equipment is connected to Telephone Company facilities, the responsibility of the Telephone Company shall be limited to the furnishing of facilities suitable for long distance message telecommunications service and to the maintenance and operation of such facilities in a manner proper for such telecommunications service; subject to this responsibility the Telephone Company shall not be responsible for (1) the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in, such transmission, or (2) the reception of signals by customer-provided equipment.

The Telephone Company shall not be responsible to the customer or otherwise if changes in the criteria contained in these terms of service, or in any of the facilities operations or procedures of the Telephone Company render any customer-provided equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.

Responsibility of the Customer

Where service is available under these terms of service for use in connection with customer- provided communications systems, the operating characteristics of such systems shall be such as not to interfere with any of the services offered by the Telephone Company. Such use is subject to the further provisions that the customer-provided systems do not endanger the safety of Telephone Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Telephone Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the telecommunications system or otherwise injure the public in its use of the Telephone Company's services. Upon notice from the Telephone Company that the customer-provided system is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. The customer shall be responsible for the payment of all Telephone Company charges for visits by the Telephone Company to the customer's premises where a service difficulty or trouble report results from customer-provided facilities. In instances where the trouble is determined (within a 30 minute time period) to be caused by customer-provided equipment or facilities a service charge of \$15.00 will apply for the first hour or fraction thereof. The customer shall be billed the actual cost for time, materials, etc., for all time over the first hour expended on that particular call-out.

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## GENERAL RULES AND REGULATIONS

### INTERCONNECTION OF CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES (Continued)

#### Violation of Regulations

Where any customer-provided equipment is used with exchange service in violation of any of the provisions in these terms of service, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time stated above shall result in suspension of the customer's service until such time as the customer complies with the provisions of these terms of service.

#### Cancellation of Application for Service

When a firm request for service which required a special assembly of equipment or special engineering, is cancelled in whole or in part before service is established, the applicant or customer is required, on demand, to reimburse the Telephone Company for all expense incurred in connection with the application for service and the installation of the required equipment and facilities before notice of cancellation is received.

### CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS

#### Connections of Customer-Provided Communications Systems

Customer-provided communications systems may be connected at a service point of the customer, on a voice grade basis, with exchange service either through a network control signaling unit and connecting arrangement, furnished, installed and maintained by the Telephone Company or through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving. The customer-provided system shall comply with the minimum network protection criteria contained in these terms of service.

#### Network Protection Criteria

To protect the telecommunications network and the services furnished to the general public by the Telephone Company from harmful effects the signal from the customer-provided communications system to the network must comply with the following minimum network protection criteria:

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through a connecting arrangement and network control signaling unit furnished by the Telephone Company, the customer-provided communications system must comply with the following criteria:

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## GENERAL RULES AND REGULATIONS

### CONNECTION TO CUSTOMER-PROVIDED CUMMUNICATIONS SYSTEMS (Continued)

#### Network Protection Criteria (Continued)

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal at the central office not exceed 12db below one milliwatt when averaged over any three second interval. To permit each customer, independent of distance from the central office, to supply signal power which approximates the 12db below one milliwatt limit at the central office, the power of the signal which may be applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises will be specified for each customer's location, but in no case shall it exceed one milliwatt.

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises meets the following limits:

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the Telephone Company interface located on the customer's premises at no time have energy solely in the 2450 to 2750 Hertz band. If signal power is in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

Where the customer-provided communications system is connected with exchange and long distance message telecommunications service through customer-provided equipment which effects such connections externally to a Telephone Company network control signaling unit by means of an acoustic or inductive connection for transmitting and/or receiving the customer-provided communications system must comply with the following criteria:

To prevent excessive noise and crosstalk in the network, it is necessary that the power of the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal power at the output of the network control signaling unit (i.e., at the input of the Telephone Company line) does not exceed 9db below one milliwatt when averaged over any three-second interval.

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## GENERAL RULES AND REGULATIONS

### CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

#### Network Protection Criteria (Continued)

To protect other services, it is necessary that the signal which is applied by the customer-provided equipment to the network control signaling unit located on the customer's premises meet the following limits at the output of the network control signaling unit (i.e., at the input to the Telephone Company line):

The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified preceding.

The power in the band from 4,000 Hertz to 10,000 Hertz shall not exceed 16db below one milliwatt.

The power in the band from 10,000 Hertz to 25,000 Hertz shall not exceed 24db below one milliwatt.

The power in the band from 25,000 Hertz to 40,000 Hertz shall not exceed 36db below one milliwatt.

The power in the band above 40,000 Hertz shall not exceed 50db below one milliwatt.

To prevent the interruption or disconnection of a call, or interference with network control signaling, it is necessary that the signal applied by the customer-provided equipment to the network control signaling unit located on the customer's premises be limited so that the signal at the output of the network control signaling unit (i.e., at the input to the Telephone Company line) shall at no time have energy solely in the 2450 to 2750 Hertz band. If there is signal power at the output of the network control signaling unit in the 2450 to 2750 Hertz band, it must not exceed the power present at the same time in the 800 to 2450 Hertz band.

#### Connections with Certain Facilities of Power, Pipe Line and Railroad Companies

Telephone facilities of an electric power company of oil, oil products or natural gas pipe line company, or railroad company provided primarily to communicate with points located along a right-of-way (including premises of such company anywhere in cities, towns or villages along the right-of-way) owned or controlled by such company, may, in lieu of the provisions of these terms of service preceding, be connected with exchange service, for the following purposes: (a) (1) in cases of emergency involving safety of life or property; (2) in addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity, or reliability of railroad service to the public, and related to the movement of passengers, mail, property, or equipment by railroad, or the repair, maintenance or construction of railroad right-of-way, structures, or equipment; (b) in cases where the customer facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities; (c) during an interim period in cases where the customer has arranged for replacement of said customer facilities with facilities of the Telephone Company.

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## GENERAL RULES AND REGULATIONS

### CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

#### Connections with Certain Facilities of Power, Pipe Line and Railroad Companies (Continued)

Telephone circuits of such companies will be connected to a local or toll central office access line to form a through connection only through manual switching equipment, or an attendant's position of dial private branch exchange equipment furnished to the customer by the Telephone Company. Such equipment or position may be located at either or both ends of the customer's circuit.

Connection of a telephone circuit of such companies as specified in these terms of service preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously.

#### Connection with Certain Facilities of the U. S. Army, Navy and Air Force

Facilities of a telephone system of the U. S. Department of the Army, Navy or Air Force which serves an establishment operated and administered under the direction of the Department and commanded by authorities of such establishment, may, in lieu of the provisions of these terms of service preceding, be connected with exchange service where the Secretary of the Department certifies in writing that reasons of military necessity require that the establishment be served by a telephone system of the Department. In addition, the facilities of a temporary telephone system of such Department located of a permanent establishment of the Department for maneuvers, mobilization tests or technical service tests will be so connected.

Telephone facilities of the U. S. Department of the Army, Navy or Air Force, other than those described above, may, in lieu of the provisions of these terms of service preceding be connected by means of switching or connecting equipment furnished by the Telephone Company, to a private branch exchange switchboard or other telephone switching or terminal equipment, where the Secretary of the Department or his authorized representative notifies the Telephone Company in writing that such connection is required for reasons of military necessity. Such Department telephone facilities will be connected with exchange service only in cases of emergency involving safety of life or property, unless the aforesaid Department facilities are in locations where it is impracticable for the Telephone Company to furnish its facilities.

#### Connections of Service Station Lines and Facilities Furnished by the Customer Which Involve Hazardous or Inaccessible Locations

Service station lines and facilities furnished by the customer may be connected with exchange facilities furnished by the Telephone Company as specified in the Service Station Service section of this Exchange Network Tariff.

Telephone circuits owned and maintained by a mining company or a powder manufacturing company and located on the property of such company in inaccessible or hazardous locations may be connected with a private branch exchange furnished the customer by the Telephone Company.

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GENERAL RULES AND REGULATIONS

CONNECTION TO CUSTOMER-PROVIDED COMMUNICATIONS SYSTEMS (Continued)

U. S. Government Executive Department and Agencies

Equipment of a Department or Agency of the Executive Branch of the U. S. Government used for the purpose of disguising or concealing the contents or meaning of communications may be connected to Telephone Company station equipment, or to Telephone Company facilities in lieu of such station equipment, subject to the regulations and conditions stated below:

The head of the Department or Agency whose equipment is to be connected, or his authorized representative, shall notify the Telephone Company in writing that such connection is necessary to safeguard official information which requires protection in the interests of national defense, or other confidential official information disclosure of which to unauthorized persons would be detrimental to the public interest.

The connection shall be made by means of connecting equipment or arrangements furnished by the Telephone Company.

FIELD LINE TERMINATIONS (For Terminating Customer-Owned Lines)

Subject to the provisions of the "General Regulations" section of this Exchange Network Tariff, customer-provided circuits may be terminated in manual and dial private branch exchange equipment.

Field lines are to be connected directly to the switchboard or to telephones on the premises of the customer where standard operation and transmission can be obtained on all connections. Field lines are furnished for communication between stations directly connected to and located on the same premises as the switchboard involved. Accordingly, field lines are used in connection with trunks, off premises stations or other field lines only, subject to the condition that in some cases standard operation and transmission may not be obtained when such connections are established.

Customer-owned telephone facilities will not be connected to a local or toll central office line to form a through connection except as follows:

In cases of emergency involving safety of life or property:

In addition, in cases of calls originated by railroad employees under circumstances indicating need for prompt action to secure or maintain the safety, continuity or reliability of railroad service to the public, and related to the movement of passengers, mail, property or equipment by railroad, or the repair, maintenance or construction of railroad rights-of-way, structures or equipment;

In cases where the customer-owned facilities serve locations where it is impracticable because of hazard or inaccessibility for the Telephone Company to furnish its facilities;

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## GENERAL RULES AND REGULATIONS

### FIELD LINE TERMINATIONS (For Terminating Customer-Owned Lines) (Continued)

During an interim period in cases where the customer has arranged for replacement of said customer-owned facilities with facilities of the Telephone Company.

Connection of a customer's telephone circuit as specified preceding may be established at either end of such circuit, but shall not be established at both ends simultaneously. Telephone circuits of the customer extending between or beyond exchange areas of the Telephone Company will be connected for exchange or message toll service only through manual switching equipment, or an attendant's position of dial PBX equipment. Such equipment or position may be located at either or both ends of the customer's circuit.

For Rates see Section 8 of these terms of service (Tie Line Mileage).

### CONNECTION WITH CUSTOMER-PROVIDED RECORDING, REPRODUCING AND AUTOMATIC ANSWERING AND RECORDING EQUIPMENT

Customer-provided recording, reproducing and automatic answering and recording equipment may be used in connection with facilities of the Telephone Company for the following purposes and subject to the following conditions:

#### RECORDING OF TWO-WAY CONVERSATIONS

##### Direct Electrical Connection

Connection of customer-provided voice recording equipment with facilities of the Telephone Company for the recording of two-way telephone conversations is, except as provided under acoustic or inductive connections following, permitted only by means of a direct electrical connection through a connecting arrangement furnished, installed and maintained by the customer, which contains a recorder tone device (recorder connector) which automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use. Such distinctive tone need not be produced when the recording equipment is used as follows:

With private line service which has no connection or means of connection with the exchange line facilities;

When the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972.)

By a public fire and police service for the recording of two-way telephone conversations provided that proper public authority certifies that the service will be used exclusively for the receipt of emergency fire and police calls.

The customer-provided voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

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GENERAL RULES AND REGULATIONS

RECORDING OF TWO-WAY CONVERSATIONS (Continued)

Acoustic, Inductive Connections

Customer-provided voice recording equipment may be connected with facilities of the Telephone Company for the recording of two-way telephone conversations by means of acoustic or inductive connections without the distinctive recorder tone described under "direct electrical connection" preceding, only under the following conditions:

By a customer who has reason to believe that the call to be recorded will be a call or calls, anonymous or otherwise, if in a manner reasonably to be expected to frighten, abuse, torment or harass another; profane or obscene language; used for an unlawful purpose; and the call is recorded solely for the purpose of obtaining evidence of such violation. (Filed pursuant to the Federal Communications Commission's Memorandum Opinion and Order adopted December 19, 1973.)

Federal Communications Commission licensed broadcast station customers recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972.)

Such acoustic or inductive connections must be in accordance with regulations contained in this section.

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## GENERAL RULES AND REGULATIONS

### INTERRUPTIONS OF SERVICE

Refunds for Service Interruptions: Whenever service to any customer is inoperative, otherwise than by reason of negligence or willful act of the customer, trouble caused by customer-provided equipment, or causes beyond the control of the company, and remains inoperative for more than 24 consecutive hours after being reported to the company as out of order, the customer shall be entitled to an adjustment of charges upon request. The adjustment shall be equal to one-thirtieth (1/30th) of local service charges for the first full 24-hour period inoperative, and for each succeeding 24-hour period or fraction thereof. The maximum credit during a single billing period shall not exceed the amount of local service charges. The refund may be accomplished by a credit on the next subsequent bill for telephone service. The Telephone Company shall have no other liability for service interruptions.

### LATE PAY CHARGE

Bills shall be payable immediately upon receipt and past due fifteen (15) days after the date of mailing. If the bill is not paid when past due, the Telephone Company will apply a late payment charge of 1.5% on the unpaid balance for regulated telecommunications services.

### LIABILITY OF THE TELEPHONE COMPANY

The liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or facilities and not caused by negligence of the customer shall in no event exceed an amount equal to the proportionate charges to the customer for the period of service during which such mistake, omission, interruption, delay, or defect in transmission occurs.

### LIMITED CONVERSATION-MOBILE TELEPHONE SERVICE

The Telephone Company reserves the right to limit the length of conversation when necessary in times of emergency resulting in a shortage of facilities.

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## GENERAL RULES AND REGULATIONS

### MAINTENANCE AND REPAIR

The Telephone Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer is assessed the actual cost of facilities or lines destroyed due to malicious, willful and negligent damage. If facilities are rearranged, disconnected or removed, the Telephone Company shall have the right to make a charge sufficient to recover any losses experienced as a result of such unauthorized tampering. Any work done by the Telephone Company as a result of rearrangements, disconnect or removal of wire or facilities by other than the Telephone Company will be billed at the appropriate charges specified in Section 6. The customer may be billed based upon the applicable service charges for each service call to the customer's premises where off-hook condition is found.

The Telephone Company does not undertake to maintain or repair customer-provided equipment. The customers will be billed a service charge of \$36.50 per hour when trouble is determined to be caused by customer-provided equipment or facility.

In instances where an apartment tenant customer has no customer accessible jack on the customer's side of the demarcation point, with which to test his or her equipment prior to placing a service call to the Telephone Company, the Telephone Company will respond to the customer's service call, without charging the customer to isolate the service problem.

### MINIMUM CONTRACT PERIOD

The minimum contract period for which charges shall apply will be 30 days, unless otherwise stipulated in these terms of service.

### NEUTRALIZING TRANSFORMERS

In the event neutralizing transformers or other protective equipment is required at customer's locations where excessive ground potential exists, the following conditions shall apply:

Charges will apply for all future installations based on special assembly of facilities per location.

The customer may purchase his own equipment to be interconnected with Telephone Company lines.

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## GENERAL RULES AND REGULATIONS

### OBLIGATION OF CUSTOMER

The customer shall permit employees of the Telephone Company to enter his premises at any reasonable hour for the purpose of installing, inspecting, maintaining, or repairing the facilities; making collections from coin boxes, or upon termination of the service, removing such facilities.

If service is requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees, the Telephone Company may refuse to furnish such service. If such service is furnished by the customer, he may be required to indemnify and hold the Telephone Company harmless from any claims, loss, or damage by reason of his furnishing of such service.

Unless specifically provided otherwise in these terms of service, when commercial power is used for the operation of Telephone Company facilities, the customer will provide the necessary power wiring, power outlets, and commercial power. The customer assumes all responsibility for the safe condition of the power wiring, power outlets, and commercial power.

### OKLAHOMA UNIVERSAL SERVICE FUND (OUSF)

#### General Regulations

Contributions to the OUSF are assessed as a uniform percentage of the telecommunications carrier's total retail-billed intrastate telecommunications revenues for a 12-month period identified by the OUSF administrator. This percentage is established annually pursuant to an Order issued by the Oklahoma Corporation Commission.

Pursuant to 17 O.S. § 139.106 and OAC 165:59-3-46, a telecommunications carrier may, at its option, recover the amount of its contributions to the Oklahoma Universal Service Fund (OUSF) from its retail customers. Such recovery shall be made in a fair, equitable and nondiscriminatory manner.

Recovery shall be assessed by either a flat recovery fee or a percentage recovery charge, as described below. Recovery shall be assessed on the same retail revenues as those used for contribution purposes. In accordance with Oklahoma Corporation Commission Order No., 426053, issued in Cause No. PUD200600242/PUD 980000316 on August 28, 1998. No OUSF Recovery Charge shall be assessed to Payphone Service Providers ("PSP's").

#### OUSF Recovery Charge (Percentage or Flat Fee)

Recovery of the OUSF contribution from retail customers shall be made by a uniform monthly flat fee or percentage, which shall be applied to each retail customer in addition to any other applicable rates and charges as provided for in these terms of service. The OUSF Recovery charge is intended to recover the total dollar amount paid into the OUSF, and shall be adjusted to compensate for any over-recovery or under-recovery from retail customers, pursuant to OAC 165:59-3-46.

The results of such calculation(s) shall be rounded to the penny for the purpose of applying this amount to retail customer's bills.

The resulting OUSF recovery amounts are not revenues of the Company, and therefore, are not subject to state or local taxes, franchise fees, or any other assessments or fees. The Company shall not include the OSUF Recovery Charge in the calculation of such taxes, fees, or assessment in the customer's bill.

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GENERAL RULES AND REGULATIONS

OKLAHOMA UNIVERSAL SERVICE FUND (OUSF) (Cont'd)

OSUF Recovery Charge (Percentage or Flat Fee) (Cont'd)

If Recovery is made pursuant to these terms of service from the retail customers, the amount resulting from the OUSF Recovery Charge will be stated separately in the customer's monthly bill.

Records shall be kept by the Company which reflect the OUSF contributions paid by the Company for each period along with all amounts recovered by the Company through the Recovery of OUSF Contributions Tariff. This information shall be provided to the commission along with any changes to the OUSF Recovery Charge.

Changes in the OUSF Recovery Charge

Changes to the OUSF Recovery Factor shall be made by notifying in writing the Director of the Public Utility Division. A replacement tariff page reflecting the revised OUSF Recovery Charge shall be included with the notification letter.

Notification of changes to the OUSF Recovery Charge shall be made at least 30 days before effective date of change.

The revised OUSF Recovery Factor shall not be billed to any retail customer until such notification is received by the Director of the Public Utility Division.

If an OUSF Monthly Recovery Charge is used to recover the OUSF contributions of the Company from its retail customers, the page which reflects the amount of the recovery charge shall also include the computation or formula used to determine the Monthly Recovery Charge. Additionally, at the time the OUSF Monthly Recovery Charge is changed and notification is given to the Directory of the Public Utility Division, backup information and documentation is to be made available.

Revisions for over-recovery and/or under-recovery shall be made no more than once every twelve (12) months, or one-time each quarter pursuant to any change of the OUSF contribution factor.

Oklahoma Universal Service Fund Recovery Charge

Recovery Percentage	3.14%	(CR)
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## GENERAL RULES AND REGULATIONS

### ORDER OF PRECEDENCE FOR ESTABLISHING SERVICE

Applications for service in a particular exchange will be completed in accordance with the chronological order of their receipt depending upon the availability of facilities. Where facilities are limited, the following order of precedence shall apply.

The emergency provisioning and restoration of facilities shall be in accordance with Part 64, Subpart D, Paragraph 64.401, of the FCC's Rules and Regulations, which specifies the priority system for such activities. Section 23 of these terms of service describes the service arrangement.

Service essential to public health and safety.

Residential service to premises not otherwise served.

Applicants who have been subscribers at a different address within a one-month period of date of application.

Application for new business service shall be given priority over applications for residence service which have been held for a period of less than two months.

All others.

### OWNERSHIP OF FACILITIES

Facilities furnished by the Telephone Company on the premises of a customer are the property of the Telephone Company.

### PAYMENT FOR SERVICE

The customer is responsible for payment of all charges for services furnished the customer, including charges for services originated and/or charges accepted at the customer's telephone. The services and/or facilities furnished by the Telephone Company may be suspended for failure of the customer to pay any sum due.

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GENERAL RULES AND REGULATIONS

PRIMARY UNIVERSAL SERVICE

An Access line and dial tone provided to the premises of residential or business customers which provides access to other lines for the transmission of two-way switched or dedicated communication in the local calling area without additional, usage-sensitive charges, including:

- A) A primary directory listing;
- B) Dual-tone multifrequency signaling;
- C) Access to services;
- D) Access to directory assistance services;
- E) Access to telecommunications relay services for the hearing impaired;
- F) Access to nine-one-one (9-1-1) service where provided by a local governmental authority or multijurisdictional authority; and,
- G) Access to interexchange long distance services.

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## GENERAL RULES AND REGULATIONS

### PREEMPTION OF SERVICE

In certain instances, i.e., when spare facilities and/or equipment are not available, it may be necessary to preempt existing services to provision or restore National Security Emergency Preparedness (NSEP) services. If, in its best judgment, the Telephone Company deems it necessary to preempt, then the Telephone Company will ensure that:

- (1) A sufficient number of public switched services are available for public use if preemption of such services is necessary to provision or restore NSEP services.
- (2) The service(s) preempted have a lower or do not contain NSEP assigned priority levels.
- (3) A reasonable effort is made to notify the preempted service customer of the action to be taken.
- (4) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in these terms of service.

### PROVISION OF FACILITIES

The standard method of provision of facilities within an exchange, as outlined in the General Rules and Regulations in these terms of service, will be "exchange" facilities routed through the central office. In some instances the Division Manager can approve construction of "direct route" facilities when provision of such facilities is economically beneficial to the Company.

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## GENERAL RULES AND REGULATIONS

### REFUSAL OF APPLICATION

The Telephone Company may refuse to furnish telephone service to any person, firm, or corporation upon written objection to the furnishing of such service made by or on behalf of any law enforcement agency, acting within its jurisdiction, on the grounds that such service will be used for an illegal purpose.

The Company may refuse to furnish telephone service to an applicant who has not paid for prior telephone service by the Telephone Company in the same or a different location, and furnished to the same person or legal entity, or when applied for in the name of another person or legal entity, or a fictitious name, or other member of the same household, however, residence service cannot be denied for failure to pay a bill for a business service.

### RESALE OF SERVICE

Services provided by the Telephone Company, other than Customer Premises Equipment (CPE), shall not be shared nor utilized in performing any part of the work of transmitting, delivering, or collecting any communication where any payment, direct or by means of collecting device, or consideration has been or is to be paid any party other than the Telephone Company, except as otherwise provided in interconnection agreements approved by the State Corporation Commission.

### RIGHTS-OF-WAY (SPECIAL OR PRIVATE)

The Telephone Company shall not be liable for failure to furnish service, unless the purchase price and costs expended by the Telephone Company in acquiring such special or private rights-of-way by purchase or condemnation be paid or guaranteed to the Telephone Company by the customer. The rights-of-way here referred to are only those rights-of-way leading from the main line to the premises of the customer.

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## GENERAL RULES AND REGULATIONS

### SECURITY OF COMMUNICATIONS

The customer has the right to absolute privacy of his communications and the Telephone Company shall at all times safeguard this right in dealing with the customer's conversations, communications, or records. Secrecy of communications is a fundamental policy of the Company and is protected by federal and state laws.

### SPECIAL ARRANGEMENTS

For special arrangements furnished in connection with service, charges equivalent to the estimated cost of furnishing such arrangements apply. Estimated cost consists of an estimate of the cost of maintenance; cost of operation; 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; administration, taxes and uncollectible revenue on the basis of reasonable average charges for these items; any other specific items of expense associated with the particular situation; and a reasonable amount, computed on the estimated cost installed of any facilities provided for return and contingencies.

Estimated cost installed as mentioned in the above includes cost of equipment and materials specifically provided or used plus the estimated cost of installing including engineering, labor, supervision, transportation, rights-of-way and any other items which are chargeable to the capital accounts.

### SPECIAL BILLING CHARGE

An assessment fee will be added to the customer's bill to allow the recovery of fees assessed each public utility pursuant to OAC 165:55-3-20, to provide the level of funding established by the legislature for the Corporation Commission Public Utility Division for the regulation of Oklahoma public utilities. This assessment fee will be equal to the pro rata share (per access line) of costs assessed Windstream.

The amount of the assessment fee, billed to the customer, will be determined by dividing Windstream's total assessment fee by the number of Windstream's customer access lines, then divided by the number of months in the recovery period and rounded to the next cent.

Any true-up of over or under collection of the prior year's assessed amount will be included in the calculation of the upcoming year's assessment rate.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

## GENERAL RULES AND REGULATIONS

### SUSPENSION AND DISCONNECTION PROCEDURES

Suspension or disconnection for nonpayment or failure to make security deposit:

(a) When service to an end-user is to be disconnected for nonpayment of a bill for telephone service after service has been suspended or failure to make a security deposit after a reasonable time, the Telephone Company shall give at least ten (10) days from the date of mailing written notice to the end-user. Said written notice shall be mailed by the Telephone Company or delivered to the end-user's billing address as listed with the Telephone Company. If the mailed notice is returned from that address as undeliverable, the notice may be delivered to the premises at which the service was rendered. Notice will be deemed given to the end-user three (3) business days after mailing by the Telephone Company.

(b) Unless a dangerous condition exists or the end-user requests disconnection, the Telephone Company may suspend or disconnect service only on the date specified in the notice or within thirty (30) days thereafter, during regular business hours, so long as the suspension or disconnection does not occur within the last two (2) hours of the business day, nor shall service be disconnected on a holiday, nor after noon (12:00 p.m.) on Fridays until Monday morning.

Suspension or disconnection for reasons other than nonpayment:

Service to an end-user may be suspended or disconnected for any reason which requires notice under the Commission's rules, other than nonpayment for service or failure to make a security deposit, only upon order of the Commission, upon application and after notice and hearing. For good cause shown, the Commission may order suspension or disconnection of service pending hearing, with or without notice to the end-user.

EFFECTIVE: September 7, 2012

Vice President  
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GENERAL RULES AND REGULATIONS

**SUSPENSION AND DISCONNECTION PROCEDURES (Cont'd)**

Notice of Disconnection and Notice of Suspension:

- (a) A notice of disconnection or suspension shall contain the following information:
- (1) The words "NOTICE OF DISCONNECTION" or "NOTICE OF SUSPENSION" or words with the same meaning, in print type larger than the print type of the notice text.
  - (2) The name and address and the telephone number of the end-user.
  - (3) A statement of the reason for the proposed disconnection or suspension of service.
  - (4) The date on or after which service will be disconnected or suspended unless appropriate action is taken.
  - (5) The telephone number in bold print of the Telephone Company where the end-user may make an inquiry.
  - (6) The approved charges for reconnection or approved charges and procedure to avoid suspension.
  - (7) A statement that the end-user must contact the Telephone Company regarding the disconnection or suspension, prior to contacting the Commission's Consumer Services Division.
  - (8) The address and telephone number of the Commission's Consumer Services Division, in print size which is smaller than the print size used for the Telephone Company's telephone number.
  - (9) The services that are being disconnected or suspended, whether local and/or toll, and if the service to be disconnected or suspended is local service, a statement that the end-user must also contact their IXC if such end-user wishes to terminate such service in order to avoid incurring additional charges for such service.
  - (10) Notice of suspension of service relating to past-due amounts shall inform the end-user that the total amount due may include charges for non-deniable and/or not regulated services which would not cause interruption of local service. The notice must indicate a toll-free telephone number of a service center where questions can be referred and payment arrangements made.
- (b) The following additional information shall be in the notice unless said information can be obtained in the telephone directory and the notice refers the end-user to the location in the directory where the information can be obtained:
- (1) A statement of how an end-user may avoid the disconnection of service or suspension of service, including a statement that the end-user must notify the Telephone Company on the day of payment as to the place and method of such payment when the bill is paid at a place other than the office of the Telephone Company.
  - (2) A statement that informs the end-user where payments may be made or how to obtain a listing of authorized payment agencies.
- (c) Notice of disconnection and/or notice of suspension shall be received via the United States mail unless the end-user agrees with the Telephone Company or IXC to receive a bill through different means.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

GENERAL RULES AND REGULATIONS

SUSPENSION AND DISCONNECTION PROCEDURES (Cont'd)

Emergency service following suspension:

Regardless of the reason for suspension of service, if the end-user is served by a central office capable of providing emergency service following suspension, the Telephone Company shall also provide access to 911 or E911 service, where available, for a period of at least 30 days.

Reconnection:

- (a) Where service to any end-user has been refused or disconnected after notice and order of the Commission, the Telephone Company shall not be required to connect or reconnect service except by order of the Commission and, if so ordered, only upon the terms and conditions specified in the order.
- (b) When service to any end-user has been suspended or disconnected pursuant to any of the above-described procedures, upon reconnection, the Telephone Company shall be authorized to make a reconnection charge prescribed in its approved tariffs.
- (c) Except in those instances where an order is required prior to reconnection, once the reason for suspension or disconnection has been remedied, the Telephone Company shall restore service as soon as possible.

TAX ADJUSTMENTS FOR CERTAIN LOCAL RENTALS, TAXES OR CHARGES

All street rentals, gross receipts or franchise fees or other similar charges imposed upon the Telephone Company by any municipality or municipal taxing authority, whether by statute, ordinance, franchise or otherwise, will be passed through to customers residing in the municipality levying such rental, fee or other similar charge. The amount passed through will be identified on the customers' bill as local fee.

All rentals, taxes or charges passed through to customers as described above, except ad valorem and income taxes, will be increased or decreased in proportion to the amount said charges are increased or decreased by the levying municipality. The amount and manner of recovery of the charges passed through to the customers shall be the same as are incurred by the Telephone Company.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



## GENERAL RULES AND REGULATIONS

### TELECOMMUNICATIONS RELAY SERVICE

See Section 15 of these terms of service.

### TELEPHONE NUMBERS

The customer has no property right in the telephone number and the Telephone Company may change, upon notice to the customer, any number or central office name associated with such number at any time the Telephone Company deems it advisable in the conduct of its business. Telephone numbers reserved for future use by the customer will be billed a charge as specified in Section 9. No charge applies in connection with preassigned telephone numbers.

When two or more persons who are shown as "responsible persons" on the Telephone Company records regarding a telephone number cannot agree on the disposition of that number in the event of, e.g., a divorce, partnership split, corporation dissolution, or other divisive occurrence, the Telephone Company may, in its sole discretion, take the disputed number out of service for a period of ninety (90) days or the life of the directory, whichever is longer, unless no other numbers are available to provide service to new customers. If the disputed number is taken out of service, the Telephone Company will, upon request of the customer, issue a new number at the present location of the disputed number, and service connection charges will not be assessed for this number change. Normal service connection charges will apply to the establishment of service at any other location. No referral will be made from the out-of-service number to the new number or to any other number. If the dispute is settled prior to the disputed number being reassigned by the Telephone Company, and written proof of such settlement is presented to the Telephone Company, signed by all claimants to the disputed number, the disputed number may be reestablished, upon the payment of normal service connection charges.

### TEMPORARY FACILITIES

The Telephone Company may require the customer to execute a contract agreeing that facilities be retained for a period longer than one month.

### TRANSMITTING MESSAGES

The Telephone Company does not transmit messages but offers the use of its facilities for communications between its customers.

### TRACING OF HARASSING CALLS

The Telephone Company will install equipment for the purpose of tracing harassing telephone calls to a customer, provided that before such tracing shall be undertaken the customer presents a court order finding that probable cause exists to believe that harassing telephone calls have been made. The Telephone Company shall leave the equipment in place for a period no longer than seven days. Should a harassing call be made during this period, the Telephone Company shall trace the call and report the results to the proper authorities for legal handling.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

## GENERAL RULES AND REGULATIONS

### UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

Except as provided for in Part 68 of the FCC Rules, the Telephone Company shall not be required to attach its facilities to facilities not owned and installed by it, nor shall facilities not furnished by the Telephone Company be attached to or connected with facilities furnished by the Telephone Company, whether physically, acoustically, by induction, or otherwise, unless provided elsewhere in the tariff or unless written permission is obtained from the Telephone Company. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend service during the continuance of said attachment or connection or to terminate the service.

### USE OF CONNECTING COMPANY LINES

When suitable arrangements can be made, lines of other telephone companies may be used in establishing wire connections to points not reached by this Telephone Company's lines. In establishing connections with the lines of other companies, the Telephone Company is not responsible or liable for any action of the Connecting Company.

### USE OF CUSTOMER TELEPHONE SERVICE

Customer telephone service, as distinguished from public and semipublic telephone service, is furnished only for use by the customer, his family, employees, or persons residing in the customer's household as a member of the family unit. The Telephone Company has the right to refuse to install customer telephone service (or permit such service to remain) on the premises of a public or semi-public location or business establishment when the instrument is so located so that the public in general or patrons of the customer may make use of the service.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

GENERAL RULES AND REGULATIONS

USE OF CUSTOMER TELEPHONE SERVICE (Continued)

When the telephone service to the public is impaired by a customer's use of telephone service, the Telephone Company shall have the right to require the customer to contract for additional service and facilities adequate to serve the customer's requirements, or with proper notice, discontinue the service of the customer in question.

The Telephone Company may disconnect, without advance notice, the telephone service used by a customer in connection with a plan or contrivance to secure a large volume of telephone calls to be directed to such customer or the telephone of any designated customer at or about the same time, resulting in preventing, obstructing or delaying the telephone service of others.

Separate households in the same building or in different buildings on the same premises, except for hotels, motels or apartments with PBX service, are required to have main line service.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

## GENERAL RULES AND REGULATIONS

### USE OF PROFANE LANGUAGE, IMPERSONATION OF ANOTHER, NUISANCE CALLS, AND INTERFERENCE WITH THE SERVICE OF OTHER CUSTOMERS

The Telephone Company may refuse to furnish or may deny telephone service to any person who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; or impersonates or permits others to impersonate any other individual with fraudulent or malicious intent; or calls or permits others to call another person or persons so frequently or at such times of the day or in any manner to harass such other person or persons or uses the service in such a manner as to interfere with the service of others or to prevent others from making or receiving calls over their telephone service.

### WORK INTERRUPTIONS

The charges specified in these terms of service do not contemplate work once begun being interrupted by the customer. If the customer interrupts work once begun, an additional charge, based on additional costs involved, applies.

### WORK PERFORMED ON AN OVERTIME BASIS

The charges specified in the tariff do not contemplate work being performed by the Telephone Company employees involved at a time when overtime wages apply, due to the request of the customer. If the customer requests that overtime labor be performed, an additional charge, based on the additional costs involved, applies.

### VIOLATION OF REGULATIONS

Where any customer-provided equipment is used with exchange service in violation of any of the provisions in these terms of service, the Telephone Company will take such immediate action as necessary for the protection of the network and will promptly notify the customer of the violation. The customer shall discontinue such use of the equipment or correct the violation and shall confirm in writing to the Company within 10 days, following the receipt of written notice from the Company, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and to give the required written confirmation to the Telephone Company within the time started above shall result in suspension of the customer's service until such time as the customer complies with the provisions of these terms of service.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

GENERAL RULES AND REGULATIONS

VACATION RATE SERVICE (CT)

A customer's entire service may be placed on vacation for any period of one month or more not to exceed twelve months. Customer-owned line service, and mobile telephone service are not subject to vacation rate treatment. (CT)  
(CT)

The monthly rate during the period of vacation service will be 50% of regular monthly local service rates, except directory advertising which will continue at full rate. In order for the reconnect service charge not to apply as regards vacation rates, the minimum vacation period requirement of 30 days must be met. Service charges will not be applied to implement Vacation Rate Service. (CT)(AT)  
(AT)

No outward or inward service is provided during the period of suspension. Calling card or third number long distance charges may not be charged to a number that is on temporary suspension or vacation rates. (AT)  
(AT)

Where facilities are available, arrangements may be made by the customer whereby the Telephone Company advises calling parties of the telephone number at which the customer may be reached or his calls accepted. Due to the possibility of error, the Telephone Company assumes no liability for failure to complete a particular call.

Vacation rate service provides for temporary discontinuance of service at the customer's request without termination of the contract. Vacation rate service may begin on any day of the month provided sufficient notice is given the Telephone Company. More than one period of vacation may be permitted in any one calendar year, provided at least one month's full service charges shall be paid between each period of vacation. Upon sufficient notice from the customer, service will be restored during normal working day hours. (CT)  
(CT)

Bills are rendered at the reduced rate on regular billing dates during the vacation period and are to be paid in accordance with the regular collection practices of the Telephone Company.

ISSUED: March 16, 2007

EFFECTIVE: April 16, 2007

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

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ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

GENERAL

This section applies to the local exchange telephone service offered by Windstream in the State of Oklahoma and is governed by the Rules and Regulations as contained in this and other sections of these terms of service.

APPLICATION OF TARIFF

RATE SCHEDULES

Schedule "A" " Rates are based on the following criteria:

- Central Office Type – DIGITAL
- Business Individual Line Service with Touch Dial
- Residence Individual Line Service with Touch Dial

(RT)

(RT)

ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

FOREIGN EXCHANGE SERVICE

Local Access Rates applied to service for customers in foreign exchanges are found in these terms of service section. For additional applicable charges, see Section 11 of these terms of service.

RATES - MONTHLY

Rates shown in this section are for exchange access only; only semipublic coin telephone service includes a telephone instrument. Customer-provided telephone equipment may be connected with all classes and grades of service, other than coin telephone service, as provided in Part 68 of the FCC Rules and Regulations.

Minimum Contract Period is one month (30 days).

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



LOCAL ACCESS RATE SCHEDULES

OPTIONAL MEASURED SERVICE

GENERAL

Optional Measured Service (OMS) is an exchange service for which a regular monthly charge is billed to the customer for incoming service and for access to the local network. Local usage charges will apply in addition to the monthly charge for local calls originated and completed.

OMS is available for residence and business customers on an individual local exchange access arrangement basis where central office capabilities exist. This service is offered in the exchange listed on Sheet 11. Customers will have 90 days from the date OMS service becomes available to convert to OMS without a service charge.

Applicable service charges, specified in Section 6 for changing a central office line, will apply to each line changed to or from OMS after the initial 90 day conversion grace period. Service charges, as specified in Section 6, will apply for establishing or adding additional services. When SPC becomes available in an exchange customers not electing to accept OMS will continue to pay the flat rate.

Regular flat rate service and measured rate service will not be terminated in the same key or PABX system.

The monthly rates for OMS do not include the provision of monthly billing detail. When billing detail is furnished, an additional charge of \$1.00 per month plus \$0.20 per bill page will be assessed. A one time "service Order" charge will apply.

<u>Measured Service Detail Billing</u>	<u>Rate Per Month</u>	<u>Charge Per Bill Page</u>
Furnishes the customer with a detail printout of local calls made each month.		
Detail Billing Measured Service (1)	\$1.00	\$0.20

When two or more Optional Measured Service are combine billed, usage for all OMS lines or trunks is aggregated to the main billing number. When non-aggregated usage for each associate number is furnished, a monthly charge of \$1.00 per associate number will be assessed.

(1) See Section 6 for applicable service charges.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

OPTIONAL MEASURED SERVICE (Continued)

Associate Number Non-Aggregation

Furnishes the customer with usage for each associate number,  
per associate number (1)

Rate Per Month

\$1.00

Measured Service Components

Frequency - A set up charge will be applied to each completed call. Rates for set ups are given in the rate table which follows.

Duration - Monthly billing is based on monthly cumulative minutes of use by distance bands with fraction of minutes rounded to the next higher minute.

Distance - Rate bands A Through F relate to intraexchange and interexchange mileage determined by measuring the airline distance between central offices.

Time-of-Day - Discount rates for time-of-day and day-of-week apply as outlined in this section of the tariff.

Optional Measured Service is offered to customers in the exchanges listed below. Exchanges will be included in these terms of service as they are converted to Stored Program technology.

Metro  
Broken Arrow

Non-Metro  
Coweta  
Purcell  
Snug Harbor  
Wagoner

(1) Applicable only in exchanges converted to Universal Measured Service \*UMS).

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

## LOCAL ACCESS RATE SCHEDULES

### OPTIONAL MEASURED SERVICE (Continued)

#### Timing of Local Message

Chargeable time begins when connection is established between the calling station and the called station.

Chargeable time 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 by automatic timing equipment in the telephone network.

#### Discount

The discount for the reduced rate period given in the Rate Discount and Application Period table following is expressed as a percent reduction of the sum of the Set Up and Per Minute charges calculated at the rates published in the usage rate table and is applied to message connections established during the period indicated in the Rate Discount and Application Period table.

The time when a connection is established determines whether full rate or discount rates apply.

In cases where a message begins in one rate period and ends in another, the rate in effect at the time the connection is established applies.

#### Determining a Rate

Refer to the usage rate table. Select the applicable Band according to the appropriate mileage. Follow across the table to select the rate for the Set Up charge and Per Minute charge for OMS use between the calling and called exchange areas.

If the call is placed during a discount period as defined in the Rate Discount and Application Period table, apply the percent discount.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

OPTIONAL MEASURED SERVICE (Continued)

<u>Exchange Access</u>	<u>Monthly Rate</u>	
	<u>Non-Metro</u>	<u>Metro</u>
Optional Measured Service Local Exchange Access Arrangement		
Business	\$17.86 (RI)	\$21.86 (RI)
Residence	\$7.66	\$8.36

Usage Rates for Originated, Completed Calls

Within Home Calling Area		<u>Band</u>	<u>Full Rate Period</u>	
			<u>Set Up</u>	<u>Each Minute</u>
	Up to and Including	A	\$0.025	\$0.016
<u>Over</u>		B	0.031	0.020
0	7 Miles	C	0.0430.028	
7	14 Miles	D	0.0550.036	
14	21 Miles	E	0.0670.044	
21	28 Miles	F	0.0790.051	
28				

Mileage associated with the Inter Wire Center usage rates are measured wire center to wire center using the V & H Coordinates procedure.

Rate Discount and Application Period

11 P.M. - 7 A.M. (1) Monday through Friday .....	40% Discount
11 P.M. Friday - 7 A.M. (1) Monday .....	40% Discount
All Day Jan.1, July 4, Labor Day, Thanksgiving, and Christmas .....	40% Discount

(1) Up to, but not including.

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

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LOCAL ACCESS RATE SCHEDULES

RATES - MONTHLY (Continued)

SCHEDULE A

Exchange	Residential Line*	Residential Line – FX Svc*	Business Line*	Business Line – FX Svc*	Manual Trunk*	Automatic Trunk*	(RI)
Asher	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Avant	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Barnsdall	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Boynnton	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Broken Arrow	\$16.42	\$16.42	\$41.78	\$41.78	\$41.78	\$41.78	
Checotah	\$16.76	\$16.76	\$33.16	\$33.16	\$33.16	\$33.16	
Coweta	\$16.42	\$16.42	\$41.78	\$41.78	\$41.78	\$41.78	
Fairfax	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Haskell	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Hominy	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Kaw City	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Lindsay	\$16.76	\$16.76	\$33.16	\$33.16	\$33.16	\$33.16	
Maysville	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Meeker	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Morris	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Paden	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Porter	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Prague	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Purcell	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Ramona	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Snug Harbor	\$16.42	\$16.42	\$41.78	\$41.78	\$41.78	\$41.78	
St. Louis	\$15.66	\$15.66	\$30.11	\$30.11	\$30.11	\$30.11	
Stroud	\$13.66	\$13.66	\$28.11	\$28.11	\$28.11	\$28.11	
Tecumseh	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Wagoner	\$16.42	\$16.42	\$41.78	\$41.78	\$41.78	\$41.78	
Washington	\$17.42	\$17.42	\$42.78	\$42.78	\$42.78	\$42.78	
Wayne	\$16.76	\$16.76	\$33.16	\$33.16	\$33.16	\$33.16	(RI)

\*Includes Touch Dial Service.

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

Vice President  
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Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

LIFELINE SERVICE

General

Lifeline Service is a basic single line residential service that provides voice grade access to the public switched network, Touch Dial, standard white pages directory listing, access to emergency services (9-1-1), access to operator services and directory assistance, access to interexchange service, and toll limitation.

Application

Lifeline Service is only available to low income residential customers who meet the following requirements set in 46 CFR §69.104(k)(1):

- (1) Are eligible for or receive assistance or benefits, as certified by the Department of Human Services, under a program providing:
  - Temporary Assistance to Needy Families,
  - Food Stamps,
  - Medical Assistance, or
  - Supplemental Security Income;
- (2) Are eligible for or receive assistance or benefits, as certified by the State Department of Rehabilitation Services , under a program providing vocational rehabilitation, including aid to the hearing impaired; or
- (3) Are eligible for or receive assistance or benefits, as certified by the Oklahoma Tax Commission, pursuant to the Sales Tax Relief Act, Section 5011 et seq. of Title 68 of the Oklahoma Statutes.

The customer requesting Lifeline service, must provide to the Telephone Company authorization from the Oklahoma Department of Human Services, qualifying him/her for Lifeline Services.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

LOCAL ACCESS RATE SCHEDULES

LIFELINE SERVICE (Continued)

Conditions

Lifeline Service can only be associated with the primary service connection.

Toll restriction service, as specified in Section 9 of these terms of service is available to Lifeline Service without additional charges.

Deposit requirements do not apply to Lifeline Service Customers.

Lifeline Service may not be disconnected for nonpayment of toll charges.

The Telephone Company will advertise the availability of Lifeline Service Program within its serving exchanges, at minimum, annually.

No nonrecurring charges apply to change qualifying existing customers to Lifeline service.

With the exception of the installation charges of primary service, all other nonrecurring charges for any services ordered by the customer shall be billed at the tariffed rates.

When a customer is no longer eligible for Lifeline Service, the Lifeline credit amount specified will be discontinued and regular tariffed rates and charges will apply.

The Telephone Company shall, annually, require documentation for each Lifeline Service Program participant for the purpose of determining his/her continued eligibility for Lifeline Service credits.

Rates and Charges

The following credits will apply to the Lifeline customers monthly bill:

		(CT)
		(RT)
		(RT)
		(AT)
		(AT)
	<u>Monthly Credit</u>	
FCC Subscriber Line Charge Credit	(1)	(CT)
FCC supplemental credit amount	(1.75)	(CT)
State Credit amount subject to Federal matching	(1.17)	(CT)
Additional Federal Credit matching amount	(0.58)	(CT)
(1) Authorized FCC rate		(CT)

ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007

Vice President  
4001 Rodney Parham Road  
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LOCAL ACCESS RATE SCHEDULES

LIFELINE SERVICE (Continued)

Enhanced Lifeline Support

An additional credit amount, not to exceed \$25, applied to a qualifying customer's monthly bill to provide an effective rate of \$1 per month for basic local telephone service (see below), in compliance with CC Docket 96-45 in the matter of Federal-State Joint Board on Universal Service; Promoting Deployment and Subscribership in Unserved and Underserved Areas, Including Tribal and Insular Areas.

The monthly credits for a customer meeting the LifeLine eligibility criteria on Original Sheet 8 are as follows:

	<u>Monthly Credit</u>	
FCC Subscriber Line Charge Credit	(1)	(CT)
FCC supplemental credit amount	(1.75)	(CT)
State credit amount subject to Federal matching	(1.17)	(CT)
Additional Federal matching credit amount	(0.58)	(CT)
Enhanced Lifeline Support Credit	(2)	(CT)

The following credits would apply if a customer does not meet the LifeLine eligibility criteria on Original Sheet 8, but participates in one of the following federal assistance programs:

- Bureau of Indian Affairs General Assistance;
- Tribally administered Temporary Assistance for Needy Families;
- Head Start (only those meeting income qualifying standards);
- National School Lunch Program free lunch program.
- Federal Public Housing Assistance.
- Low Income Home Energy Assistance Program.

	<u>Monthly Credit</u>	
FCC Subscriber Line Credit Charge	(1)	(CT)
FCC supplemental credit amount	(1.75)	(CT)
Enhanced Lifeline Support Credit	(2)	(CT)

- (1) Authorized FCC Rate
- (2) The credit is determined by the Residential One-Party rate.

ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007



LOCAL ACCESS RATE SCHEDULES

RATES - SPECIAL (Continued)

CONFERENCE FIRE REPORTING LINES

Conference Fire reporting Lines service is a service offered for use by volunteer fire departments. It is provided by use of a Fire Bar, which is a central office mounted piece of equipment containing up to 20 line positions, and is purchased by the customer. When the Fire Bar number is called, a distinctive ring is sent to all members on the Fire Bar. Typically, as designated by the fire department, a message is broadcast to the volunteer firemen, or the firemen report to a predetermined location.

Business (1)

	<u>Line Rate</u>
Conference Fire Reporting Lines Fire Reporting Line (Directory Number)	
Additional Station, each	
\$3.15	

(1) The Business line rate is located in Section 5 of these terms of service.

EFFECTIVE: September 7, 2012

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WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD 200700183  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 5  
First Revised Sheet No. 12  
Cancels Original Sheet No. 12

LOCAL ACCESS RATE SCHEDULES

(RT)

(RT)

ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007

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LOCAL ACCESS RATE SCHEDULES

WIDE AREA CALLING PLAN (WACP) SERVICE

WACP  
Oklahoma City

EXCHANGES INCLUDED

Arcadia  
Bethany  
Blanchard  
Britton  
Calumet  
Cashion  
Cedar Lake  
Chickasha  
Choctaw  
Crescent  
Dibble  
Edmond  
El Reno  
Guthrie  
Harrah  
Jones  
Kingfisher  
Luther  
McLoud  
Meeker  
Meridian  
Midwest City  
Minco  
Moore  
Mustang  
Newalla  
Newcastle  
Nicoma Park  
Noble  
Norman  
Okarche  
Oklahoma City  
Piedmont  
Pocasset  
Purcell  
Shawnee  
Spencer  
Stella  
Tecumseh  
Tribbey  
Tuttle  
Union City  
Washington  
Wellston  
Wheatland  
Yukon

EFFECTIVE: September 7, 2012

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LOCAL ACCESS RATE SCHEDULES

WIDE AREA CALLING PLAN (WACP) SERVICE

WACP  
Tulsa

EXCHANGES INCLUDED

Avant  
Barnsdall  
Beggs  
Bixby  
Bixby North  
Bristow  
Broken Arrow  
Catoosa  
Chelsea  
Claremore  
Cleveland  
Collinsville  
Coweta  
Depew  
Drumright  
Hallett  
Haskell  
Henryetta  
Hominy  
Inola  
Jenks  
Jennings  
Kellyville  
Keystone  
Kiefer  
Mannford  
Mannford East  
Morris  
Mounds  
Ochelata  
Oglesby  
Oilton  
Okmulgee  
Osage  
Owasso  
Porter  
Prue  
Ramona  
Sand Springs  
Sapulpa  
Skiatook  
Snug Harbor  
Sperry  
Talala  
Tulsa  
Wagoner  
Wynona

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LOCAL ACCESS RATE SCHEDULES

EXTENDED LOCAL CALLING ACCESS AREAS

Listed below are exchanges which have Extended Area Service and, or the Wide Area Calling Plans (WACP) service, when appropriate.

<u>EXCHANGE</u>	<u>EXTENDED AREA CALLING TO:</u>
Avant	Tulsa WACP
Barnsdall	Tulsa WACP
Broken Arrow	Tulsa WACP
Coweta	Tulsa WACP
Haskell	Tulsa WACP
Hominy	Tulsa WACP
Meeker	Oklahoma City WACP
Morris	Tulsa WACP
Paden	Prague
Porter	Tulsa WACP
Prague	Paden
Purcell	Wayne and Oklahoma City WACP
Ramona	Tulsa WACP
Snug Harbor	Tulsa WACP
Tecumseh	Oklahoma City WACP
Wagoner	Tulsa WACP
Washington	Oklahoma City WACP
Wayne	Purcell

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SERVICE CHARGES

	<u>Sheet No.</u>
Definitions .....	1
Expanded Link Up Service .....	6
Expedited Due Date Charge .....	5
Line Connection Charge.....	3
Link-Up Service .....	6
Operator Referral .....	5
Schedule of Charges.....	4
Service Order Charge .....	1
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Waiver of Nonrecurring Charges for Military Personnel.....	7

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### SERVICE CHARGES

These service charges apply to service connections, moves and changes at the customer's request:

- Primary Service Order Charge
- Secondary Service Order Charge
- Line Connection Charge

Service charges are in addition to all other applicable rates and charges associated with the service being provided. The service charges in this section apply only when the specific work function is actually performed.

Service charges do not apply to service reestablished at either a temporary or a permanent location after destruction or partial destruction of Telephone Company-owned facilities by fire or natural disasters beyond the control of the customer. However, if service is established at a new location and the customer later moves back to the old location, the service charge is applied in connection with the reestablishment of service at the old location.

The charges specified herein do not contemplate work being performed by Company employees at a time when overtime wages apply, due to the request of the customer, nor do they contemplate work begun being interrupted by the customer. If the customer requests overtime labor being performed or interrupts work once begun, a charge in addition to the specific charges will be made equal to the additional cost involved.

### SERVICE ORDER CHARGE

#### DEFINITIONS

"Service Order Charge-Primary" is for recording and processing information necessary to execute a customer request pertaining to telephone service for which a charge is applicable. The Primary Service Order charge applies on the following: (1) primary service requests (2) move from one premises to another (3) telephone number change at customer's request (4) upgrade or downgrade at customer's request.

The Secondary Service Order applies on all other service orders not included under Primary Service Order Charge.

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## SERVICE CHARGES

### EXCEPTIONS

The "Service Order Charge" will not apply in connection with the following service orders:

#### Telephone Number Change

Due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

#### Bill Date Change

Bill date change to effect mutual agreement between the Company and the customer without a telephone number change (with telephone number change, see above).

#### Listings

Primary listing change caused by death, marriage or divorce of the listed customer.

Removal of an extra listing.

Listing correction due to Telephone Company error.

association after contact by local management with all party line users has not resolved customer complaint.

#### Address Changes

Billing address change to insure delivery of bill for services provided.

All changes to correct addresses for which the customer has no control (i.e., zip code; premises number; street name; rural routes).

#### Company Error/Request

All service orders issued as a result of Company error or Company request.

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## SERVICE CHARGES

### EXCEPTIONS (Continued)

#### Station Billing

One "Service Order charge" applies on multi-order requests involving "station billing".

### LINE CONNECTION CHARGE

#### DEFINITIONS

The "Line Connection Charge" is for work associated with the provision and testing of service from the central office up to the protector and/or the point of demarcation. The work includes, but is not limited to, central office connections, central office switch software programming, cable cross connections and/or outside plant connections including drop wire.

One "Line Connection Charge" is applicable to each central office, full period private line circuit and/or additional exchange excess line connected. This charge includes central office line which terminates on a concentrator identifier answering service and also full period private line services.

"Line Connection Charges" are applicable each time service is established or reconnected at a customer's location, except when service and facilities are superseded.

"Line Connection Charge" applies to all telephone number changes due to customer request.

"Line Connection Charge" applies to each line when changing from non-rotary hunt to rotary hunt group or from rotary hunt group to non-rotary hunt.

"Line Connection Charge" applies to each line when customer requests upgrade or downgrade and central office work is required.

"Line Connection charge" applies to each line restored or reconnected after denial for nonpayment.

"Line Connection Charge" applies for each drop moved, changed or rearranged at customer's request.

#### EXCEPTIONS

The "Line Connection" charge will not apply in connection with the following service orders:

All regrades due to Company reasons.

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SERVICE CHARGES

EXCEPTIONS (Continued)

Telephone number change due to threatening and/or harassing calls that were reported to and investigated by local law enforcement and/or Division Manager.

To effect a bill date change agreed upon between Company and the customer.

On service orders issued for Company reasons or due to Company error.

To change from Rotary Dial to Touch Dial or Touch Dial to Rotary Dial service.

WIRING

The customer is responsible for providing and maintaining customer premises wiring. In place wiring is considered to be provided by the customer.

JACK

The customer is responsible for providing and maintaining jacks. In-place jacks are considered to be provided by the customer.

SCHEDULE OF CHARGES	<u>RESIDENCE</u>	<u>BUSINESS</u> <u>(INCLUDES</u> <u>COIN)</u>
Service Order Charge Primary, each (1)	\$23.00	\$32.50
Service Order Charge Secondary, each (1)	5.00	15.00 (I)
*Line Connection Charge	20.70	20.70
Restoral From Vacation Rate Service:		
Prior to minimum vacation period	23.30	23.00
After minimum vacation period	-	-
Restore Service after temporary denial nonpay, Each Account	24.99	24.99

(1) At the option of the customer, service charges may be paid with their initial payment being a minimum of \$15.00 and the balance due paid in four equal interest free installments over a four month period.

\* In instances where an apartment tenant customer has no customer accessible jack on the customer's side of the demarcation point, with which to test his or her equipment prior to placing a service call to the Telephone Company, the Telephone Company will respond to the customer's service call, without charging the customer to isolate the service problem.

ISSUED: March 14, 2011

EFFECTIVE: March 15, 2011

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SERVICE CHARGES

	Service Charge
EXPEDITED DUE DATE CHARGE Priority Service Request applies only when the customer is unwilling to accept the existing due date at time of the initial customer contact and demands immediate (24-hour) service:	
Residence or nonsystem business initial and subsequent installations.	\$10.00

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SERVICE CHARGES

LINK UP SERVICE

General

Link Up Service helps, low-income subscribers initiate telephone service by providing to qualifying residential subscribers, reduced service installation charges of one-half the tariff charges, up to a maximum of \$30.00.

The payment plan as specified in on Sheet No. 6 of this section of the tariff is available to Link Up customers.

Application

Link Up Service is only available to low income residential customers who meet the same eligibility requirements for Lifeline Service. The Oklahoma Department of Human Services will provide the appropriate documentation certifying eligible customers. That certification is to be provided to the Telephone Company upon application for telephone service.

Conditions

Link Up can only be associated with the primary service connection.

The Telephone Company will advertise availability of the Link Up Service Program within its service exchanges, at a minimum, annually.

Credits will only be issued if the customer provides the necessary certification information within thirty days of the request for service.

A reduction of service connection charges, as specified in this section of the tariff, equal to one-half of the amount charged a non-Link Up residential customer, or \$30.00 whichever is less, applies for the establishment of basic residential service.

Primary Service Order Credit, each	\$11.50
Line Connection Credit, each	10.35

EXPANDED LINK UP SERVICE

Customers qualifying for Enhanced Life Line Service as defined in Section 5 of these terms of service also qualify for Expanded Link Up Service.

Expanded Link Up Service is an additional reduction of up to \$70 applied to the qualifying subscriber's bill after meeting the maximum reduction of \$30 available under the Link Up Program defined above.

Subscriber charges covered by the Enhanced Link Up Service, as defined by the FCC in 47 CFR 54.411(a)(3) include charges that the carrier customarily assesses to connect subscribers to the network, including facilities-based charges associated with the extension of lines or construction of facilities needed to initiate service.

EFFECTIVE: September 7, 2012

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## SERVICE CHARGES

### WAIVER OF NONRECURRING CHARGES FOR MILITARY PERSONNEL

#### Qualifying Customers

This waiver applies to Military Reservist, National guard and Full Time Military Personnel who disconnected their service on or after September 11, 2001 and request reconnection due to return from military deployment between January 2, 2002 and June 30, 2002.

If the scope and duration of the operation warrants, the ending date will be through December 31, 2002. Verification of military service will be required for this waiver.

Military Personnel will be required to provide the name and telephone number of their Commanding Officer and date of orders. In order to qualify for this waiver, military personnel must meet one or more of the following qualifications:

- A. Personnel who are relocated to other countries, states or cities because of Operation Enduring Freedom or Noble Eagle and have returned to Windstream territory.
- B. Personnel who moved from other military bases in other telephone company areas because of Operation Enduring Freedom or Noble Eagle and have relocated to Windstream territory.
- C. Only Personnel who has moved as a direct result of Operation Enduring Freedom or Noble Eagle are eligible for this waiver. Military personnel being relocated as a result of normal military operations are not eligible.

#### Waiver Period

The waiver period applies to reconnection of service upon return from deployment from January 2, 2002 through June 30, 2002 unless the scope and duration warrants the end date to be through December 31, 2002.

#### Waived Charges

All residence nonrecurring charges are to be waived at the time the access line is installed. The nonrecurring charges include the service charge for the access line, and any additional access lines, as listed in Section 6 (Service Charges) of these terms of service, and optional features installed at the same time, as listed in Section 9 (Central Office Services, Windstream Calling Features) of these terms of service.

#### Waiver Exception

The waiver is not available to personnel whose telephone service was disconnected for nonpayment, or disconnected prior to military service as specified in Qualifying Customer above. This waiver does not apply to jack installation, time sensitive charges or other installation charges not listed above.

#### Tariff Expiration

These tariff provisions, granting the limited waiver described above will expire on June 30, 2002 unless the scope and duration of the operation warrants in which case the end date will be December 31, 2002.

EFFECTIVE: September 7, 2012

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DIRECTORY LISTINGS

	Sheet No.
General .....	1
Primary Listings.....	2
Regular Extra Listings .....	2
Nonpublished Service .....	3
Special Types of Extra Listings .....	4
Rates.....	6

EFFECTIVE: September 7, 2012

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## DIRECTORY LISTINGS

### PRIMARY LISTINGS

When two or more main access lines or private branch exchange trunk lines are consecutively operated (rotary), the first number of the rotary group is considered the primary listing. Where two or more access lines or private branch exchange trunk lines are not consecutively operated, a primary listing may be made for each line.

### REGULAR EXTRA LISTINGS

Business extra listings may be the names of partners or members of a partnership or firm, the names of officers of the corporation, or the names of business associates or employees of a business establishment. Business extra listings may be the bona fide names of individuals, firms or corporations which the customer owns or controls or is duly authorized to represent. Listings which are designed primarily to give publicity to a commodity or service are not accepted.

Residence extra listings may be the names of members of the customer's family or of other persons residing in the customer's household as part of the family unit.

Business extra listings in connection with semipublic coin stations are furnished under rates and regulations as specified for business extra listings.

Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided for alternate listings. However, when in the opinion of the Telephone Company it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing may be permitted for business customers only under the address of the PBX station or additional telephone, installed on premises of the customer; but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

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## DIRECTORY LISTINGS

### REGULAR EXTRA LISTINGS (Continued)

In connection with Private Branch Exchange service at hotels, motels, retirement complexes, or boarding houses, residence extra listings at business extra listing rates may be provided in the names of permanent guests or tenants at that location, provided approval is obtained of the hotel or motel involved. However, no separate billing will be issued for these instances.

At the option of the customer, extra listings may be obtained upon the issuance of a directory or between issues of directories at which time they appear on information records only. Charges for extra listings date from the time the listings are posted on information records.

### NONPUBLISHED SERVICE

A listing is considered to be nonpublished when, at the customer's request, there is no listing placed in the Telephone Company's telephone directories. This arrangement will be provided only under the terms of a special agreement wherein the customer agrees to save the Telephone Company harmless from any damages which might result because of the nonpublished listing and to absolve the Telephone Company from any responsibility for the failure of the customer to receive telephone calls because of the nonpublished listing.

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## DIRECTORY LISTINGS

### NONPUBLISHED SERVICE (Continued)

The rate for nonpublished service does not apply to the following services:

When the customer has another published number for the same class of service in the same exchange:

Public Telephone Service

Special Reversed Long Distance Service (Enterprise)

Foreign Exchange/Zone Service

Temporary Service (service provided for a period not more than 30 days)

Special services such as teletypewriters or data services provided for customers with impaired hearing having a limited requirement for voice communication.

Local Exchange Service for customers living in a hotel, hospital, retirement complex, apartment complex, boarding house, or club provided the customer is listed under the telephone number of the establishment and where the customer has another published number for the same class of service.

### SPECIAL TYPES OF EXTRA LISTINGS

#### Duplicate Listings

Duplicate listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled in more than one way and rearrangements of names are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the customer, and are not desired to secure a preferential position in the directory or for advertising purposes.

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## DIRECTORY LISTINGS

### SPECIAL TYPES OF EXTRA LISTINGS (Continued)

#### Alternate Listings

Listing of an alternate telephone number to be called in case no answer is received is permitted for customers to all classes of service.

The alternate number may be that of a service not under contract with the customer in connection with whose name it appears. In such a case, the consent of the customer to the alternately listed service must be obtained before the alternate listing is furnished.

#### Extra Lines of Information

Listings of office hours or other lines of information which are not required by the Telephone Company in order to efficiently handle telephone traffic are not included in the regular charges for service. Regular extra listing rates apply to the listing of office hours or other information desired by the customer in connection with his listing. A phrase directing the method of calling when a PBX operator is not on duty may be listed in the directory, at extra charges, whenever night connections are provided.

#### Foreign Listings

Foreign listings are listings appearing in a directory other than the directory in which local service is furnished. The minimum contract period for which charges will apply will be for the duration of the directory payable annually in advance. Foreign listings will be disconnected and a refund made based on the months remaining for the duration of the directory after main service has been discontinued.

#### Directory Listing Family Plan

Directory Listing Family Plan will include directory listings for the customer, his wife, all unmarried children eleven (11) years of age and over and the mother and/or father of the customer, if members of the same household.

EFFECTIVE: September 7, 2012

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DIRECTORY LISTINGS

RATES	Rate Per <u>Month</u>
Primary Listings	
Regular Exchange Service (one listing)	
Semipublic Service (one listing)	
Regular Extra Listings (2), Alternate Listings, Duplicate Listings, and Extra Line of Information	
Residential	3.99 <b>(CR)</b>
Business.....	5.99 <b>(CR)</b>
Foreign Listings.....	(1)
Nonpublished Service, each.....	4.99 <b>(CR)</b>
Directory Listing Family Plan.....	5.99 <b>(CR)</b>

- (1) Regular extra listing charge billed annually in advance.
- (2) When the extra listing service is cancelled prior to the full life of the directory, the customer will be billed for the remaining directory period in which such extra listing appears.

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PRIVATE LINES

	<u>Sheet No.</u>
Additional Exchange Access .....	1
Private Line Service Local .....	2

EFFECTIVE: September 7, 2012

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PRIVATE LINES

ADDITIONAL EXCHANGE ACCESS

GENERAL

The extending of exchange network access arrangement service to other locations (off-premises) but within the same exchange for the convenience of the customer.

CONDITIONS

Each off-premises PBX station requires a Special Access Line (SAL) from the PBX common equipment (customer location) to the serving central office in addition to the Special Access Line (SAL) from the off-premises station location to its serving central office.

RATES AND CHARGES - NEW SERVICE  
(Also applies to PBX/PABX station lines)

Main exchange network access line and off-premises extension(s) served by the SAME END OFFICE, the following rate elements apply:

Service Charges:	Appropriate Service Charges, See Windstream Facilities for State Access Tariff (1) Section 5
Monthly Rates:	Special Access Line - See Windstream Facilities for State Access Tariff, Section 5

Main exchange network access line and off-premises extension working from

DIFFERENT END OFFICES within the same exchange, the following rate elements apply:

Service Charges:	Appropriate Service Charges, See Windstream Facilities for State Access Tariff (1) Section 5
Monthly Rates:	Special Transport Charge between serving end offices - See Windstream Facilities for State Access Tariff, Section 5
	Special Access Line - See Windstream Facilities for State Access Tariff, Section 5

(1) In addition to appropriate service order charge in Section 6 of these terms of service.

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PRIVATE LINES

A INTRALATA/INTRAEXCHANGE (Local)

With the exception of the following Local Rates, see Windstream Facilities for State Access Tariff, Section 5 for all Service Charges and Monthly Rates.

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Voice Grade 2 Wire		
Local Channel Termination (both A & Z locations)	\$ 31.50	\$ 200.00
Interoffice per mile	5.00	
Optional Feature – Data Bridging per port	9.98	
Voice Grade 4 Wire		
Local Channel Termination (both A & Z locations)	\$ 50.00	\$ 200.00
Interoffice per mile	5.00	
Optional Feature – Data Bridging per port	9.98	
Digital Data (2.4, 4.8, 9.6,19.2)		
Local Channel Termination (both A & Z locations)	\$ 68.00	\$ 250.00
Interoffice per mile	5.00	
Optional Feature – DDS Bridging per port	11.00	
Optional Feature – DDS Bridging per port Secondary Channel	7.00	
Digital Data (56,64)		
Local Channel Termination (both A & Z locations)	\$ 87.00	\$ 250.00
Interoffice per mile	5.00	
Optional Feature – DDS Bridging per port	11.00	
Optional Feature – DDS Bridging per port Secondary Channel	7.00	
High Capacity DS1		
Clear Channel Capability	\$ 25.00	\$ 90.00
Local Channel Term, per end user termination		
12 month term plan	\$ 250.00	\$ -0-
24 month term plan	\$ 210.00	\$ -0-
36 month term plan	\$ 200.00	\$ -0-
60 month term plan	\$ 175.00	\$ -0-

B. INTRALATA/INTEREXCHANGE

With the exception of the following rates, see Section 15 – Concurring Tariffs - Intrastate, Private Line Services and Channels for all intralata/interexchange service charges and Monthly Rates.

Voice Grade Service – Series 300 and 400	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Type 420 – four wire, full duplex data channel		
LATA Channel Term (A&Z Locations)	\$ 30.25	\$ 265.00
LATA Channel Mile Term	16.00	
LATA Channel Mileage per mile	2.95	

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PRIVATE LINES

B. INTRALATA/INTEREXCHANGE (Cont'd)

Voice Grade Service – Series 300 and 400 (Cont'd)

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Type 422 – two wire, half duplex data channel		
LATA Channel Term (A&Z Locations)	\$ 30.15	\$ 265.00
LATA Channel Mile Term	16.00	
LATA Channel Mileage per mile	2.95	
Type 423 – two wire, voice channel		
LATA Channel Term (A&Z Locations)	12.00	260.00
LATA Channel Mile Term	13.95	
LATA Channel Mileage per mile	2.95	
Type 424 – two wire, tie lines between two premise PBXs		
LATA Channel Term (A&Z Locations)	31.25	310.00
LATA Channel Mile Term	13.95	
LATA Channel Mileage per mile	2.95	
Type 428 – two wire, extension to a main PBX		
LATA Channel Term (A&Z Locations)	13.75	260.00
LATA Channel Mile Term	13.95	
LATA Channel Mileage per mile	2.95	
Local Area Data Services each per termination On a premises; different building, different Premises, for two-point service		
Type 981	23.00	170.00
Interexchange Series 100 each, per first termination on a premises	10.70	
High Capacity DS1 - Local Channel Term, per end user termination		
12 month term plan	\$ 250.00	\$ -0-
24 month term plan	\$ 210.00	\$ -0-
36 month term plan	\$ 200.00	\$ -0-
60 month term plan	\$ 175.00	\$ -0-

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PRIVATE LINES

C. Optional Term Plan Conditions

If a DS1 Loop on a term plan is discontinued prior to the end of the payment period, termination liability will apply based on the remainder of the periods in effect at the time of disconnect as indicated by the following:

12 Month term

50% of any remaining portion of the first year's recurring rates.

24 Month term

100% of any remaining portion of the first year's recurring rates. In addition, for any remaining portion of the second year, the customer will be liable for 50% of the total monthly rates in that remaining time period.

36 Month term

100% of any remaining portion of the first year's recurring rates. In addition, for any remaining portion of the second and third year, the customer will be liable for 50% of the total monthly rates in that remaining time period.

60 Month term

100% of any remaining portion of the first three year's recurring rates. In addition, for any remaining portion of the final two years, the customer will be liable for 50% of the total monthly rates in that remaining time period.

Notice of discontinuance must be given by the customer at least thirty (30) days prior to actual discontinuance. Monthly rates will apply for a period of thirty (30) days from the date Windstream receives discontinuance notification or until the requested discontinuance date, whichever period is longer. Customers selecting any term plan will pay a lump sum for transport costs of \$90.00 for Rate Band 1 and Rate Band 2 exchanges and \$50.00 for Rate Band 3 exchanges. Any customer selecting the 36 or 60 month term plan who has a minimum of 15 other business lines (excluding high Capacity private lines) in a single customer billed account will receive a \$50.00 credit for transport costs for all High Capacity private line circuits billed in the same account. Clear Channel capability will be provided free of charge on all 36 and 60 month term High Capacity private line offerings, upon request.

EFFECTIVE: September 7, 2012

Vice President  
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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES

General

Windstream Calling Features, with exception of Touch Dial, is furnished only in connection with individual line service.

Other facilities, miscellaneous and supplemental equipment, requested by customers and not detrimental to this service or other services of the Telephone Company will be furnished in accordance with regulations and at the rates specified in the applicable sections of these terms of service.

Speed Calling service provided in connection with rotary hunting lines will be on individual services or economy package basis only. Call Waiting is not offered with rotary hunting lines. Call Forwarding can be provided on rotary hunting lines and the manner in which it functions will be reviewed with each customer. Non-rotary hunting key lines will be considered as regular business lines for custom calling service purposes.

Except as specifically provided herein, Windstream Calling Features are subject to the regulations, rates and charges applicable to other types of customer service. Windstream Calling Features rates and charges are in addition to the basic rates and charges for the service with which it is associated.

Windstream Calling Features Service are furnished subject to availability of facilities and central office capability and subject to limitations of such equipment.

Flat rate services equipped for Call Forwarding are assessed regular long distance message charges for each call transferred on a long distance basis.

Windstream Calling Features are offered, on an Individual Services basis or on a Package Services basis at the customers option:

- Individual Services - Items on individual billed basis.
- Flex Pak for Residence class of service.
- Flex Pak for Business class of service.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

General (Cont'd)

Windstream Calling Features will be provided in connection with individual and multiline residence and business lines. Party line, PBX and Centrex customers and Public and Semipublic telephone services are excluded.

Windstream Calling Features are furnished only in central office areas where adequate and suitable facilities are available. Central offices will be equipped for Custom Calling Features at the discretion of the Telephone Company and in accordance with regular engineering practices.

SERVICE CHARGE APPLICATION

Upon conversion of a "Stored Program Control" switch in an exchange or during special promotional offerings, a 90 day grace period will follow to allow those customers wishing to subscribe to custom calling features without application of service charges.

For a 60 day period after a customer establishes service, a customer may add Feature Call Pak services including Flex Pak, without incurring Service Order Charges.

SATISFACTION GUARANTEE

If at anytime the customer notifies Windstream that he/she is not satisfied with Windstream dial tone services, Windstream Calling Features or Custom Calling or CLASS service(s) or Bundled services , the customer will be eligible for a credit amount up to \$100.00 over a 12 month period on the monthly recurring charges (MRCs). This refund will be applied as a credit on the customer's bill. Each customer will be eligible to one credit or a set of credits totaling up to \$100.00 per service or bundle type.

DISASTER ASSISTANCE PLAN

In the event that a natural disaster occurs in one of the Company's exchanges and destroys or partially destroys customers' premises, the Company may, at its sole discretion, elect to implement a Disaster Assistance Plan. Under the Plan, the Company may, for example, waive up to three months' recurring service charges for Call Forwarding, Designated Calling Busy Line, Designated Calling No Answer, Preferred Call Forwarding, Distinctive Ringing, and/or other features the Company may deem appropriate. This plan will only be available to residential and business customers whose premises are damaged to the point they are considered unsafe, unsuitable, or uninhabitable. Charges will only be waived with respect to existing local exchange service accounts which are not partially or fully suspended at the time of the offer. Charges will not be waived on service established at a new location.

(N)  
|  
(N)

ISSUED: September 19, 2008

EFFECTIVE: October 19, 2008

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## CENTRAL OFFICE SERVICES

### WINDSTREAM CALLING FEATURES (Cont'd)

#### Description of Features

Windstream Calling Features are optional telephone service arrangements which provide one or more of the following features:

#### Call Waiting

When a customer is talking on the telephone, a short spurt of tone signals him that a call is waiting. The tone is heard only by the Call Waiting customer, while the incoming caller hears a regular ringing signal. Flashing the switch hook "holds" the first call while the second is answered. The customer can alternate between calls by flashing the switch hook.

#### Call Forwarding-Variable

Permits a customer to transfer all incoming calls to another telephone number within the exchange or on the Long Distance Telecommunications Network where facilities permit. The Call Forwarding-Variable customer is responsible for the payment of charges for each call between his Call Forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

Call Forwarding-Variable is offered under the following two options:

- (1) Flat Rate Option: Customers choosing the Flat Rate option of Call Forwarding -Variable pay a monthly recurring Charge for unlimited usage of this feature.
- (2) Pay-Per Use Option: Customers choosing the Pay-Per-Use option of Call Forwarding - Variable pay a per-activation charge each time this feature is activated. There is no monthly recurring charge applied and the feature is provided with a Cap on the total charge per month. Pay-Per-Use Call Forwarding - Variable service will be applied to all lines not subscribing to the Flat Rate option of the service. Customers will not be required to order the Pay-Per-Use version of Call Forwarding – Variable. Customers who prefer not to have access to this service may call to request removal, and removal will be provided at no charge to the customer. If a customer denies incurred charges for the service, or claims lack of awareness that charges would be incurred, credit will be issued to the customer and access to the service removed from the customer's line.

#### Call Forwarding-Variable-Multipath

Allows a Call Forwarding-Variable customer the capability to specify the number of calling paths to be made available to forward calls simultaneously to the destination directory number. This allows customers who are forwarding calls intended for a group of lines arranged in a hunt group, to control the number of simultaneous calls that can be forwarded to a target number. In order to use the Multipath feature, the "call forwarded to" number must be in a hunt group.

Multipath is available only as an enhancement to Call Forwarding-Variable.

#### Speed Calling

Enables a customer to place calls to other telephone numbers by dialing a one or two-digit code rather than the complete telephone number. Customers may subscribe to only one of either the 8-Code capacity or 30-Code capacity on the same line.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Description of Features (Cont'd)

Three-Way Calling

Permits a customer to add a third party to an existing conversation. When a customer is on a call and wishes to call a third party, he depresses the switchhook. This places his first call on hold and three short tones are heard signifying the Three-Way Calling mode has been accessed. The customer will receive dial tone and may dial the telephone number of the desired third party. When the third party answers, the second party remains on hold, permitting private conversation between the customer and the third party.

The three-way connection can then be established by flashing the switchhook once, permitting the customer, the second party and the third party to converse.

The transmission may vary depending on the distance and routing necessary, therefore, transmission may not meet normal standards. Three-Way Calling is offered under the following two options:

- (1) Flat Rate Option:  
Customers choosing the Flat Rate option of Three-Way Calling pay a monthly recurring charge for unlimited usage of this feature.
- (2) Pay-Per-Use Option:  
Customers choosing the Pay-Per-Use option of Three-Way Calling pay a per-activation charge each time this feature is activated. There is no monthly recurring charge applied and the feature is provided with a Cap on the total charge per month. Pay-Per-Use Three-Way Calling service will be applied to all lines not subscribing to the Flat Rate option of the service. Customers will not be required to order the Pay-Per-Use version of Three-Way Calling. Customers who prefer not to have access to this service may call to request removal, and removal will be provided at no charge to the customer. If a customer denies incurred charges for the service, or claims lack of awareness that charges would be incurred, credit will be issued to the customer and access to the service removed from the customer's line.

Toll Control

Prevents unauthorized persons from making calls to toll points. In certain type offices, customers with the Toll Control Feature will be able to make toll calls utilizing a "Toll Control Code;" however, some offices do not have the capability of utilizing Toll Control Codes. Without the Toll Control Code, customers with the Toll Control Feature will not be able to access any "1+" numbers or operator assisted numbers ("0+" or "0-").

Cancel Call Waiting

This feature provides the customer the ability to disable the Call Waiting feature for the duration of one call. The feature is activated by dialing a special code prior to placing a call or during an established call. It is automatically deactivated when the customer disconnects from the call. When Cancel Call Waiting is activated, anyone calling the number will receive the normal busy treatment.

Last Number Redial

The dialed digits of the last call originated by the customer are always stored in theSwitch. A customer wishing to reinitiate a call to the last called number dials a repeat number dialed access code and the call is placed automatically to the last called stored number.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Description of Features (Cont'd)

Saved Number Redial

At any point during a call, or upon encountering a busy or no answer condition, a customer can flash the hookswitch, receive distinctive dial tone, and dial an access code. The switch stores the called number, returns confirmation tone to the station user, and returns the station to the call. The customer may place and receive any number of calls in the normal manner after a number is stored by this method. A customer wishing to reinitiate a call to the stored number party goes off-hook and dials the access code; the call is placed automatically.

Call Forward/Busy/No Answer

This feature allows calls to either a party who does not answer or a busy line to be routed to an alternate specified directory number. The alternate specified directory number may be in the same switching office or may be reached via local toll trunks.

Distinctive Ring

This feature allows distinctive ringing to be applied to an individual line, where each of two numbers, a main number and a "Distinctive Ring" number, will have a uniquely distinctive ring for customer identification. Because two telephone numbers are associated with one telephone line, only one conversation can be conducted at a time.

Regulations for Directory Listings set forth in Section 7 of these terms of service will apply for the main number. The customer is entitled to one free listing in the alphabetical section of the telephone directory for the "Distinctive Ring" number, regardless of the class of service.

Fixed Call Forwarding

This feature allows a customer to transfer all incoming calls to another telephone number within the exchange or on the long distance telecommunications network where facilities permit. The call forwarding customer is responsible for the payment of charges for each call between his call forwarding equipped telephone and the telephone to which the call is being forwarded. The transmission may vary depending on the distance and routing necessary; therefore, transmission may not meet normal standards.

When call forwarding is arranged for "fixed" operation, the company will establish or change the forwarded telephone number destination requested by the customer. This service is permanently activated and does not require activation or deactivation by the customer.

Call Waiting Plus

This feature allows a customer while on the phone to receive another incoming call. The incoming call is signaled to the customer through a tone that only the customer can hear. The customer is able to place the current call on hold and answer the incoming call by pressing the switch hook. The customer can then alternate between the two calls or disconnect with one. If the customer wishes to not be interrupted by an incoming call while on a particular call, the customer can disable the Call Waiting feature by entering a unique code before making a call or during the call. While the call waiting feature is disabled, incoming callers will hear a busy signal. Disabling the Call Waiting feature is a per call functionality.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

	<u>Nonrecurring Charge (1)</u>	<u>Rate Per Month</u>	<u>Max. Monthly Charge</u>	
<u>Call Waiting, Per Line</u>				
One Feature:				
Business .....	-	\$5.99		
Residence.....	-	4.99		<b>(CR)</b>
<u>Call Forwarding Variable, Per Line</u>				
One Feature:				
Business .....	-	5.99	12.00	<b>(CR)</b>
Residence.....	-	3.99	12.00	<b>(CR)</b>
Pay-Per-Use Option, per Activation .....	-	1.50		
<u>Call Forwarding Variable, Multipath</u> (Available only as enhancement to Call Forwarding Variable) Per Calling Path				
Business .....	-	5.99		
Residence.....	-	3.25		
<u>Three-Way Calling</u>				
Business .....	-	6.99	12.00	<b>(CR)</b>
Residence.....	-	5.65	12.00	<b>(CR)</b>
Pay-Per-Use Option, per Activation .....	-	1.50		
More Than One Feature: (2)				
Business .....	-	5.11		
Residence.....	-	4.40		
<u>Speed Calling 8-Code Capacity, Per Line</u>				
One Feature:				
Business .....	-	5.00		
Residence.....	-	4.50		<b>(CR)</b>
<u>Speed Calling 30-Code Capacity, Per Line</u>				
One Feature:				
Business .....	-	5.99		<b>(CR)</b>
Residence.....	-	4.99		<b>(CR)</b>

(1) Applicable service charges in Section 6.

(2) When the 3-Way Calling Feature is ordered in connection with any of the three custom calling packages, the more than one feature rate for 3-way calling applies in addition to the applicable package rate.

ISSUED: December 30, 2008

EFFECTIVE: February 1, 2009

Vice President  
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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)  
RATES (Cont'd)

	Rate Per <u>Month</u>	
<u>INDIVIDUAL SERVICES (Cont'd)</u>		
<u>Cancel Call Waiting, Per Line (1)</u>		
One Feature:		
Business .....	\$ 2.00	
Residence .....	1.99	<b>(CR)</b>
 <u>Last Number Redial and Saved</u>		
<u>Number Redial, Per Line (2)</u>		
One Feature:		
Business .....	4.99	<b>(CR)</b>
Residence .....	4.50	<b>(CR)</b>
 <u>Call Forward/Busy/No Answer, Per Line (1)</u>		
One Feature:		
Business .....	4.99	
Residence .....	3.25	
 <u>Distinctive Ring, Per Line (1)</u>		
One Feature:		
Business .....	6.00	
Residence .....	6.00	
 <u>Fixed Call Forwarding/Busy, Per Line (1)</u>		
Business .....	3.99	
Residence .....	3.25	
 <u>Fixed Call Forwarding/No Answer, Per Line (1)</u>		
Business .....	3.99	
Residence .....	3.25	
 <u>Fixed Call Forwarding/All Calls, Per Line (1)</u>		
Business .....	5.99	<b>(CR)</b>
Residence .....	4.75	
 <u>Call Waiting Plus</u>		
Business .....	7.00	
Residence .....	4.99	<b>(CR)</b>

(1) Appropriate service charges from Section 6 apply.  
(2) Existing Service only.

ISSUED: December 30, 2008

EFFECTIVE: February 1, 2009

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

General (Cont'd)

The following services are offered to single line residential and single line business customers subscribing to local exchange service.

The service is subject to available facilities and limited to central offices specifically equipped to provide such service. These features are applicable only to calls placed to/from compatible central offices within the customer's Signaling System (SS7) calling area offering the service.

Operator assisted calls are designed to override the feature calls for emergency purposes.

Coin phones will not be enabled with the features, just as they are not enabled with other Windstream Calling Features. They will operate with the SS7 system, however, and interaction with all the features will be permitted.

The following services will not be offered to customers in conjunction with hunt line service, foreign exchange, WINDSTREAM Centrex Service or direct inward dial service. The calls received from or placed to these customers may have the capability to interact with all the features.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Description of Services

Automatic Busy Redial is an arrangement which permits the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Busy Redial is offered under the following two options:

a. Flat Rate Option:

Customers choosing the Flat Rate option of Automatic Busy Redial pay a monthly recurring charge for unlimited usage of this feature.

b. Pay-Per-Use Option:

Customers choosing the Pay-Per-Use option of Automatic Busy Redial pay a per-activation charge each time this feature is activated. There is no monthly recurring charge applied and the feature is provided with a Cap on the total charge per month. Pay-Per-Use Automatic Busy Redial service will be applied to all lines not subscribing to the Flat Rate option of the service.

Customers will not be required to order the Pay-Per-Use version of Automatic Busy Redial. Customers who prefer not to have access to this service may call to request removal, and removal will be provided at no charge to the customer.

If a customer denies incurred charges for the service, or claims lack of awareness that charges would be incurred, credit will be issued to the customer and access to the service removed from the customer's line.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Description of Services (Cont'd)

Automatic Call Return allows a customer to automatically return the last incoming call whether it is answered or not. Upon activation of the feature, the number of the most recent party who called is dialed automatically. If the called line is found to be busy, a 30-minute queuing process begins. The customer is given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of both parties until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call may now be completed. Automatic Call Return is offered under the following two options:

a. Flat Rate Option:

Customers choosing the Flat Rate option of Automatic Call Return pay a monthly recurring charge for unlimited usage of this feature.

b. Pay-Per-Use Option:

Customers choosing the Pay-Per-Use option of Automatic Call Return pay a per-activation charge each time this feature is activated. There is no monthly recurring charge applied and the feature is provided with a Cap on the total charge per month. Pay-Per-Use Automatic Call Return service will be applied to all lines not subscribing to the Flat Rate option of the service. Customers will not be required to order the Pay-Per-Use version of Automatic Call Return.

Customers who prefer not to have access to this service may call to request removal, and removal will be provided at no charge to the customer.

If a customer denies incurred charges for the service, or claims lack of awareness that charges would be incurred, credit will be issued to the customer and access to the service removed from the customer's line.

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## CENTRAL OFFICE SERVICES

### WINDSTREAM CALLING FEATURES (Cont'd)

#### Description of Services (Cont'd)

Personal Alert allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a Custom Call Waiting tone.

Call Block allows a customer to block incoming calls from a maximum of 12 telephone numbers. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls.

Custom Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Custom Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Custom Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting, as shown in Section 9, and Custom Call Waiting on the same line.

Custom Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Call Tracing Service allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signalling Services (CLASSK) features are offered. Upon the customer's request the trace information will be provided to law enforcement agencies by the Company but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, customer agrees that Windstream shall not be liable for damages due to an inability to trace the call(s). Call Tracing Service will be the only nuisance call tracing service available to residential one party and business one party customers where this feature is offered.

EFFECTIVE: September 7, 2012

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## CENTRAL OFFICE SERVICES

### WINDSTREAM CALLING FEATURES (Cont'd)

#### Description of Services (Cont'd)

Caller Waiting ID - A service that will allow a Caller ID/Call Waiting customer who is off hook on an existing call to receive caller identification information on a new incoming call. Once the customer receives the Caller ID data, he or she may decide whether to ignore the waiting call, interrupt the current call, and flash to answer the waiting call, or end the current conversation in order to be connected to the new caller. These options are the same as for the existing Call Waiting service except that the customer has the ability to identify the waiting caller. The customer must be using Call Waiting ID compatible equipment and not have activated Cancel Call Waiting. Customers must subscribe to Call Waiting and Caller ID (Number or Name and Number Service) at the tariffed rates for each service or in a "flexible package".

Customers who wish to subscribe to Call Waiting ID and currently subscribe to both existing services (Caller ID and Call Waiting) must subscribe to this service which will be available at no charge.

#### Privacy Controller

Privacy Controller is an optional feature which helps stop unwanted incoming calls that have been identified as either "anonymous", "out of area", "unavailable", or "private" before their telephone rings. In addition, this service provides the customer with the option of creating a list of numbers from which the customer does not wish to receive calls. This service is offered subject to the following conditions.

1. This service is offered where technically feasible.
2. The customer's line must be equipped with Touch-Tone.
3. This service may not be compatible with certain Advanced Intelligent Network services.
4. When multiple services are activated on the line, certain services may take precedence over others.

Privacy Controller is applicable to the following Versions of the Windstream Value and Total Value Bundles and as an individual feature:

1. Windstream Total Value Plans 2 & 3
2. Windstream Value Plus Plans 1 & 2 & 3
3. Individual Feature

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)  
RATES

	<u>Nonrecurring Charge (1)</u>	<u>Rate Per Month</u>	<u>Max Monthly Charge</u>
Automatic Busy Redial, per line			
Business		\$4.99	\$12.00
Residential		4.50	12.00
Pay-Per Use Option, Per Activation		\$1.50	
Automatic Call Return, per line			
Business		4.99	\$12.00
Residential		4.50	12.00
Pay-Per Use Option, Per Activation		1.50	
Call Block, per line			
Business		4.99	
Residential		4.50	
Call Tracing Service, per line			
Business		6.00	
Residential		5.00	
Custom Call Acceptance, per line			
Business		4.99	
Residential		4.50	
Custom Call Forwarding, per line			
Business		6.00	
Residential		5.00	
Custom Call Waiting, per line (2)			
Business		6.00	
Residential		5.00	
Personal Alert, per line			
Business		4.99	
Residential		4.50	
Call Waiting ID, per line			
Business		2.99	
Residential		2.99	
Feature Call Pak 4400, each line (2) (Includes Call Waiting, Automatic Busy Redial Automatic Call Return, and Call Block)			
Residence		9.75	
Privacy Controller, per line			
Business with Value Bundles excluding Total Value Plan		3.00	
Business with Total Value Plans		0.00	
Residence with Value Bundles excluding Total Value Plan		3.00	
Residence with Total Value Plans		0.00	
Individual Feature for both Residential and Business		4.95	

(1) Appropriate Service Charges from Section 6 of the Local Exchange Tariff apply.  
(2) Existing customers only at current location.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Caller ID - Number

Caller ID - Number is an arrangement which permits a customer with local exchange service, other than foreign central office service, to be immediately apprised of the calling telephone number of a call placed to the customer.

At the time the incoming call is placed, the calling telephone number is forwarded from the terminating central office to customer provided display equipment associated with the customer's local exchange service. The calling telephone number is then delivered to the display device during the first silent interval of ringing.

For calls originating from a line with a multiline hunt group, ordinarily the main telephone number is delivered. The calling telephone number is unavailable from calls made through some large PABX systems and from most cellular radio calls. Nor is the calling telephone number made available when incoming calls have been handled by an operator or charged to credit cards.

Customers subscribing to Caller ID - Number will be responsible for the provision of compatible display equipment. The Telephone Company assumes no liability for any incompatibility of the customer provided display equipment.

Telephone numbers transmitted via Caller ID - Number are intended solely for the use of the Caller ID - Number subscriber.

Selective Blocking

Allows customers, in areas where Caller ID - Number is available, to inhibit the delivery of their telephone number to an identification device, by activating blocking immediately prior to a call.

Both services available to only single line business and residence services, where facilities permit.

RATES

	Rate per Month <sup>(1)</sup>
Caller ID - Number	
Business	10.99
Residence	8.25
Selective Blocking	
Business	-0-
Residence	-0-
Complete Blocking	
Available <u>only</u> to Law Enforcement and Domestic Abuse agencies at no monthly charge where Caller Id-Number is available.)	

(1) Appropriate Service Charges from Section 6 of the Local Exchange Tariff apply.

Vice President  
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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

Caller ID-Name and Number (CNND) Service

Caller ID Name and Number (CNND) Service is an arrangement that permits a customer to receive the name, as well as the telephone number, associated with the calling party for calls placed to the customer. The calling telephone number and name will be forwarded from the terminating central office to compatible customer-provided display equipment associated with the customer's Local Exchange Service. A maximum of 15 characters is allowed for transmission of the calling party service name.

If the calling telephone number and name are not available for forwarding to the called party, a message indicating unavailability will be forwarded. The calling party can prevent the Calling Name and Number Delivery customer from seeing the calling name and telephone number display by activating Cancel Calling Number-Per Call.

Anonymous Call Block is a customer to automatically reject calls from callers who have activated the Cancel Calling Number Delivery feature in order to prevent the display of their telephone number. The feature is activated and deactivated by dialing/pulsing a preassigned code. When it is activated on a customer's line, an incoming call marked "private" is received, the called party's telephone does not ring. Instead the call is routed to an announcement and subsequently terminated. The announcement informs the calling party that the person he/she is trying to reach will not accept the call as long as the calling number is not delivered.

Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Caller ID-Name and Number Delivery		
Per Line		
Business	(1)	\$11.99
Residence	(1)	9.25
Anonymous Call Block		
Business	(1)	2.99
Residence	(1)	2.99
Caller ID-Name and Number with Anonymous Call Block		
Business	(1)	12.99
Residence	(1)	10.25

Complete Blocking

Available only to Law Enforcement and Domestic Abuse agencies at no monthly charge where Caller Id-Number is available

(1) Appropriate Service Charges from Section 6 of the Local Exchange Tariff apply.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

FLEX CALL PAK - BUSINESS

Flex Call Pak - Business offers a monthly discount on specific Windstream Calling Features.

Flex Call Pak - Business is available to business individual line customers only. When a customer orders three (3) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same business account.

Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount only the number of features (three).

When a customer subscribes to the quantity of three (or more) of the eligible features, the discount will automatically apply to his/her account.

If the customer removes an eligible feature (or features) so that the total number is less than three (3), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual feature rate.

The following features are eligible for the Flex Pak -Business discount offering:<sup>(1)</sup>

- Automatic Busy Redial
- Automatic Call Return
- Call Block
- Call Forwarding - Variable
- Call Forwarding/Busy/No Answer
- Call Waiting
- Caller ID-Name and Number
- Caller ID-Number
- Distinctive Ring
- Custom Call Acceptance
- Custom Call Forwarding
- Speed Calling (8-Code)
- Speed Calling (30 Code)
- Three-Way Calling
- Personal Alert

The applicable monthly discount for Flex Pak is fifteen percent (15%).

Service charges are NOT applicable, when:

- an order is placed which qualifies the customer for the Flex Pak discount, or
- when a Flex Pak -Business customer rearranges his/her features, provided at least three (3) of the eligible features are retained.

(1) Anonymous Call Block and Cancel Call Waiting are not included toward the threshold for the discount. However, if the threshold quantity is met, these features will also be discounted.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

FLEX CALL PAK –HOME <sup>(1)</sup>

Flex Call Pak -Home offers a monthly discount on specific Windstream Calling Features.

Flex Call Pak -Home is available to residence individual line customers only. When a customer orders four (4) or more of the eligible features, a discount applies to all of the eligible features. The discount percentage is applied to the total of the individual feature rates subscribed to by the customer. All features ordered by the customer must be billed on the same residence account.

Any feature may be substituted for another, or additional features may be ordered at a later date. The combination of features is not important to qualify for the discount only the number of features (four).

When a customer subscribes to the quantity of four (or more) of the eligible features, the discount will automatically apply to his/her account.

If the customer removes an eligible feature (or features) so that the total number is less than four (4), the discount percentage no longer applies. Instead the billing of those services will revert back to the individual feature rate.

The following features are eligible for the Flex Call Pak -Home discount offering.<sup>(2)</sup>

- Automatic Busy Redial
- Automatic Call Return
- Call Block
- Call Forwarding-Variable
- Call Waiting
- Caller ID-Name and Number
- Caller ID-Number
- Distinctive Ring
- Custom Call Acceptance
- Custom Call Forwarding
- Speed Calling (8-Code)
- Speed Calling (30-Code)
- Three-Way Calling
- Personal Alert

The applicable monthly discount for Flex Call Pak –Home is twenty percent (20%).

Service charges are NOT applicable, when:

- an order is placed which qualifies the customer for the Flex Call Pak - Home discount, or
- when a Flex Pak customer rearranges his/her features, provided at least four (4) of the eligible feature are retained.

(1) This service is restricted to existing customers at existing locations.

(2) Anonymous Call Block and Cancel Call Waiting are not included toward the threshold for the discount. However, if the threshold quantity is met, these features will also be discounted.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

STANDARD PACKAGE (1)	Nonrecurring <u>Charge(2)</u>	Rate Per <u>Month</u>
Call Waiting and Call Forwarding:		
Business, per line .....		\$ 6.99
Residence, per line.....		6.99
Call Waiting and Speed Call 8:		
Business, per line .....		6.40
Residence, per line.....		4.70
Call Forwarding and Speed Call 8:		
Residence, per line.....		4.70
Call Waiting and Speed Call 30:		
Residence, per line.....		5.85
Call Forwarding and Speed Call 30:		
Business, per line .....		8.15

- (1) Restricted to existing customers at current location.
- (2) Applicable service charges in Section 6.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

DELUXE PACKAGE (1)	Nonrecurring <u>Charge(2)</u>	Rate Per <u>Month</u>
Call Waiting, Call Forwarding, and Speed Call 8:  Residence, per line.....		\$5.85
Call Waiting, Call Forwarding, and Speed Call 30:  Business, per line .....		9.70
Residence, per line.....		6.95

- (1) Restricted to existing customers only at current location.
- (2) Applicable service charges in Section 6.

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CUSTOM CALLING SERVICE

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Description (cont'd)

Call Waiting Identification - Allows subscriber who is offhook on an existing call to receive calling number identification on the incoming call. The Customer has the same options as Call Waiting to handle the incoming call. To subscribe to this service, the customer must have Caller ID - Number or Caller ID - Name and Number, Call Waiting and compatible Call Waiting ID CPE.

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CENTRAL OFFICE SERVICES

WINDSTREAM CALLING FEATURES (Cont'd)

FEATURE CALL PAK SERVICE

FEATURE CALL PAK-3	Rate Per <u>Month</u>
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Call Waiting, Cancel Call Waiting, Call Forwarding:	
Business, per line (2) .....	\$7.20
Residence, per line (2) .....	5.05

FEATURE CALL PAK-5 (1)

Call Waiting, Cancel Call Waiting, Call Forwarding-Variable, Speed Call 8, 3-Way Calling:	
Business, per line (2) .....	8.10
Residence, per line (2) .....	8.10

FEATURE CALL PAK-7 (1)

Call Waiting, Cancel Call Waiting, Call Forwarding-Variable, Speed Call 8, Last Number Redial, Saved Number Redial, 3-Way Calling:	
Business, per line (2) .....	9.40
Residence, per line (2) .....	8.70

DISTINCTIVE RING AND FEATURE CALL PAK-3 (1)

Business, per line (2) .....	9.25
Residence, per line (2) .....	8.75

DISTINCTIVE RING AND FEATURE CALL PAK-5 (2)

Business, per line (2) .....	10.75
Residence, per line (2) .....	9.75

DISTINCTIVE RING AND FEATURE CALL PAK-7 (2)

Business, per line (2) .....	11.75
Residence, per line (2) .....	10.75

- (1) Rates include charges for both Distinctive Ring and Feature Call Pak.
- (2) Existing customers only at current location.

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CUSTOM CALLING SERVICE

CUSTOM CALLING LOCAL AREA SIGNALING SERVICE (Cont'd)

Rates

	<u>Nonrecurring Charge(1)</u>	<u>Rate Per Month</u>
Feature Call Pak 4900, each line (2) (Includes Call Waiting, Call Forwarding, Speed Call 8, 3-Way Calling, Cancel Call Waiting, Automatic Busy Redial, Automatic Call Return, Personal Alert, and Call Block Residence		\$16.35
		<u>Rate Per Month</u>
Call Waiting ID		\$0.00

- (1) In addition to the appropriate Service Charges from Section 6 of the Local Exchange Tariff.
- (2) Existing customers only at current location.

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SECRETARIAL ANSWERING BUREAU SERVICE

GENERAL

Facilities for telephone secretarial answering service are furnished to permit the answering at one location of incoming calls on the central office lines of patrons receiving secretarial answering service by means of switching equipment and secretarial lines connecting the central office lines to Customer Provided Answering Equipment in compliance with Part 68 of the FCC Rules and Regulations.

The customer furnishing the secretarial answering service shall contract with the Telephone Company for the necessary facilities. The patron receiving secretarial answering service shall contract with the Telephone Company for the necessary facilities which may be required to furnish service. Secretarial answering equipment will be furnished by the customer.

Secretarial equipment may be arranged for the interconnection of lines terminated therein. The bridging arrangement shall not be used in connection with foreign exchange lines, WATS or on lines which are extended to other attendants' positions. Calls may be extended beyond the Bureau's local service calling area over the Long Distance Telecommunications Network only. The Telephone Company reserves the right to disconnect all service to any telephone answering bureau which fails to comply with this regulations.

In accordance with the provisions of the General Rules and Regulations section of this Exchange Network Tariff dealing with use of service, residence service extended to or terminated at answering bureau locations will be reviewed to insure that the use of such service is not for business purposes. Otherwise, the customer (patron) will be required to contract for business individual access line service.

The patron's telephone or private branch exchange switching equipment must be so located that transmission will be satisfactory for exchange and toll service from the secretarial equipment via the secretarial line. Firms offering secretarial service are required to have business service listed in their own names.

Tie line mileage charges for the tie line trunks apply.

Service Arrangements for Answering Bureau Patrons

Except for the Alternate Call-Number Listing provisions, the following arrangements are provided only to individual line customers (patrons) who desire to have their incoming calls answered by a secretarial answering bureau.

Secretarial Line

An extension of a main access service to a secretarial answering bureau location where it is terminated in the equipment furnished to the bureau or in a telephone instrument modified for inward service only. Secretarial line mileage is measure airline from the patron's location to the bureau location.

Exchange Access Arrangement

An arrangement whereby a patron's mail access service is terminated at a secretarial answering bureau location in the equipment furnished to the bureau.

Concentrator-Identifier Bridging Connection

A connection between the patron's telephone circuit and the concentrator facilities contracted by the secretarial answering bureau.

Alternative Call-Number Listing

A directory listing instructing calling parties to call the regular business service number of the secretarial answering bureau when the customer's (patron's) telephone does not answer.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES  
(MISCELLANEOUS SERVICE AND EQUIPMENT)

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
<b>MULTIPLE COPIES OF CUSTOMER BILLS</b>		
Multiple copies of customer bills, not to exceed three extra copies, regardless of the number of sheets, per bill		\$1.00

**SPECIAL BILLING NUMBERS (1)**

For increments of 1-25 numbers or fraction thereof		4.99
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**AUTOMATIC INTERCEPT SERVICE**

1. General

- a. Automatic Intercept Service provides a service to subscribers who have had their phone number disconnected because they have either moved to a new location or requested a change in phone number. Dialing the subscriber's former number results in a prerecorded message which announces the new number.
- b. This service is provided free of charge to subscribers for the initial 30-day period.
- c. At the request of the subscriber, the service can be extended beyond the 30-day period in 90-day increments at the rates listed below.
- d. Limited to those exchanges in which facilities are available to provide the service.
- e. The charges below do not apply to the following:
  - 1) when provided as a result of a number change initiated by action of the Company.
  - 2) when the subscriber's telephone number has been omitted from the telephone directory or is incorrect.
  - 3) when provided as a result of Company-initiated actions.

2. Rates

The rates below apply after the initial 30-day period:

- a. Nonrecurring charge per phone number –  
First 90-day extension: \$15.00
- b. Additional 90-day extensions: \$12.50
- c. Service Order Charge – Per the rates contained elsewhere in these terms of service.

(1) The availability of this offering is contingent upon available numbers.

EFFECTIVE: September 7, 2012

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MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD DIAL (DID) SERVICE

Direct Inward Dialing Service to customer-premises located switching systems is furnished subject to the availability of facilities and the availability of telephone numbers.

The service includes the central office switching equipment necessary for direct inward dialing from the exchange and toll network directly to the demarcation point associated with switching equipment located at the customer's premises.

The service must be provided on all lines in a trunk or network access line group arranged for inward service. Routing of calls to selected numbers within the direct inward dialing number group over a separate trunk or network access line group is not contemplated.

The rates and charges for the service are in addition to all applicable charges for PBX service with which this service is associated and the applicable network access line and connecting arrangement charges.

The operational characteristics of the interface signals between the Company provided connecting arrangements and the customer-provided switching equipment must conform to the rules and regulations the Company considers necessary to maintain proper standards of service.

The Company shall not be responsible to the customer if changes in protection criteria or changes in any of its facilities, operations or procedures render any facilities provided by the customer obsolete.

Directory listings will be provided in accordance with the regulations for PBX trunks. DID numbers furnished herein are not entitled to free directory listings.

The customer-premises located switching equipment must be arranged to provide for the intercepting of unused numbers transmitted to the switching equipment.

EFFECTIVE: September 7, 2012

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MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD DIAL (DID) SERVICE (Continued)

The rates and charges shown below are based on the use of standard Company equipment and serving arrangements. When equipment or service arrangement of a special type is requested and provided, rates and charges will be based on the costs incurred to meet the individual requirements of the customer; these service arrangements will be offered as outlined in Section 14 of these terms of service.

The minimum contract period for DID Service is one year. In the event of discontinuance of DID Service, a termination charge equal to the monthly rate for the remainder of the minimum contract period is due.

In addition to the rates and charges specified below, appropriate service connection, move, change and installation charges are applicable to the establishment or rearrangement of trunks and stations in connection with providing DID Service.

RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
DID Trunk Terminations, per trunk	\$150.00	35.00
DID Station Numbers		
Block of 20 numbers (1)		8.00
Block of 100 numbers		22.00

DID Service for customers who are converting their traditional access lines, such as Single Line Business, Key, PBX Trunk, Centrex, etc. to DID on a ISDN PRI for Voice over IP Service.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Re-instatement of a DID number to a DID Number block, per individual DID number assigned		
-First Number	\$200.00	\$1.00
-Each Additional Number	\$20.00	\$1.00

(1) Available only from Digital Central Offices.

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CENTRAL OFFICE SERVICES  
(MISCELLANEOUS SERVICE AND EQUIPMENT)

RESERVED TELEPHONE NUMBER

Reserved Telephone Number, each \$5.00

RETURNED CHECKS

Returned Checks by the bank for insufficient funds;  
unable to locate account; account closed; balance held,  
drawn against uncollected funds; two signatures required;  
account garnished; endorsement incorrect; payment stopped. \$25.00

ROTARY HUNTING LINE SERVICE

Rotary Hunting Lines are groupings of exchange access arrangements arranged for completion of calls when a line is busy by overflowing to vacant line in the same group that is available to receive a call.

	<u>Nonrecurring Charge</u>	<u>Rate Per Month</u>
Rotary Hunting Line Charge, in addition to rate in Section 5 for exchange access arrangement.....		\$ 2.90

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CENTRAL OFFICE SERVICES  
(MISCELLANEOUS SERVICE AND EQUIPMENT)

SELECTLINE SERVICES

General

SelectLine Service provides the customer with a telephone number having the digits the customer specifically requests. This number may consist of seven letters, seven digits, or a combination of letters and digits.

All requested IndividuLine Service telephone numbers are subject to availability, and are provided at the discretion of the Telephone Company. The Telephone Company may make reasonable changes in the telephone number as the requirements of service may demand.

Existing customers who have a specific number prior to the establishment of this service will not be charged for IndividuLine Service.

If the Telephone Company finds it necessary to change the IndividuLine Service customer's telephone number, the IndividuLine Service customer will be granted a refund of the nonrecurring charge associated with the service (See Rates following.)

Applicable service charges in Section 6 will apply when changing from an IndividuLine Service telephone number to a nonspecific number at the customer's request.

SelectLine Service includes a standard directory listing consisting of the customer's number, address, and telephone number. It does not include a directory listing printed in alphabetical characters.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

Rates

SelectLine Service will include a nonrecurring charge and a monthly rate as shown below:

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>	
Business	\$50.00	\$3.50	
Residence	25.00		1.50

(1) In addition to applicable service charges in Section 6.

EFFECTIVE: September 7, 2012

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## CENTRAL OFFICE SERVICES

### REMOTE CALL FORWARDING

#### General

Remote Call Forwarding (RCF) is a service whereby a call placed from a station (the originating station) to a customer's (the RCF customer) telephone number (the call forwarding location) is automatically forwarded by Telephone Company Central Office equipment to another station designated by the RCF customer (the Terminating station). The RCF customer does not have any premises service associated with the RCF number. Terminating stations must have incoming-call capability. RCF service cannot be used for toll bypass.

#### Regulations

Remote Call Forwarding service is offered subject to availability of suitable facilities and provided no unusual expense is involved.

Remote Call Forwarding service is not offered where the terminating station is a coin telephone, another RCF service, or a line equipped with a Call Forwarding feature.

The Telephone Company will not provide identification of the originating telephone number to the Remote Call Forwarding customer.

Remote Call Forwarding to international telephone numbers is not allowed.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call.

Remote Call Forwarding is not represented as suitable for satisfactory transmission of data.

Remote Call Forwarding is available between the call forwarding location and another station within the same exchange or in another exchange and may be used in conjunction with EAS, Long Distance Telecommunications Service and Interstate or Intrastate Inward WATS lines. The RCF customer is responsible for payment of any charges for calls forwarded from his RCF telephone number. Remote Call Forwarding is programmed in the Telephone Company's central office. The calls will be forwarded to any number the customer specifies.

Each RCF service allows the forwarding of one call at a time. An additional RCF service is required for each additional call to be forwarded simultaneously.

Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient RCF features and facilities to adequately handle calls to the RCF customer without interfering with or impairing any services offered by the Telephone Company.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

REMOTE CALL FORWARDING - (Continued)

Directory Listings

One listing without charge, covering the exchange in which the call forwarding Central Office is located, is provided. Additional directory listings may be obtained under Tariff rates; see Section 7 of these terms of service.

Rates and Charges

The following charges are for the Remote Call Forwarding feature only and are in addition to applicable charges for service and equipment with which it is used.

	<u>Nonrecurring Charge (2)(3)</u>	<u>Monthly Rate</u>		
		Residence	Business	(CT)
Remote Call Forwarding, first access path (1)		\$14.50	\$19.99	(CR)
Additional access paths, each (1)		\$14.50	\$19.99	(CR)(CT)

Message Charges

The message charges applicable to remotely forwarded calls shall be comprised of two separate charges; (1) a charge for that portion of the call from the

- (1) Minimum charge, 6 months service.
- (2) The service charge(s) will not apply on outside moves of customer's other service if there is no telephone number change.
- (3) Applicable line connection and service order charge in Section 5 applies.

ISSUED: January 17, 2008

EFFECTIVE: February 1, 2008

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CENTRAL OFFICE SERVICES

	Nonrecurring Charge
<u>Interrupt - Local Operator</u>	
At the customer's request the Telephone Company will interrupt a telephone conversation. The interrupt charge includes verification. Each local interrupt.....	\$2.50
 <u>Verification</u>	
When the customer requests Line Status Verification by an operator to determine if line is busy, trouble, etc., a charge will apply each time a line is verified. ....	1.50

EFFECTIVE: September 7, 2012

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MISCELLANEOUS SERVICE AND EQUIPMENT

900 CALL RESTRICTIONS

Regulations

900 Call Restriction is a central office service that allows customers to restrict certain types of outgoing calls from being placed over their exchange access lines. 900 Call Restriction is activated when a dialed number is preceded by a 900 prefix. Restricted calls are directed to a central office announcement.

900 Call Restriction will only be provided in conjunction with residence and business single party flat rate, message, and measured local exchange services. 900 Call Restriction will be furnished only from central offices equipped to provide this service and where facilities permit.

The minimum contract period for this service is one month.

Non-payment of 900 call charges will not alone be the cause to disconnect local exchange service.

A customer subscribing to this service may not access any 900 telephone numbers. Call restriction of 900 Information Access Service will additionally restrict 976 service, however, only one nonrecurring charge will apply.

The following charges apply in addition to the established rates and charges for the services with which this service is associated.

	<u>Nonrecurring Charge</u>
900 Call Restriction, per residence line equipped (1)(2)	\$ 3.50
900 Call Restriction, per business line equipped (1)(2)	\$ 3.50

- (1) No charge for the initial blocking request.
- (2) The secondary service order charge from Section 6 of these terms of service is applied in addition to the above mentioned nonrecurring charge for subsequent activity.

EFFECTIVE: September 7, 2012

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DIAL WINDSTREAM DATA LINK SERVICE

General

Dial WINDSTREAM Data Link Service is an enhancement to Residential and Business single line service to provide higher quality transmission standards than normally provided for voice transmission. It is designed for customers requesting a better grade of service for data transmission. Lines conditioned with this level of service may also be used for normal voice communication. This service is offered subject to the availability of suitable facilities.

Regulations

The parameters of Dial WINDSTREAM Data Link Services are designed to support transmission of data up to 4800 bits per second on the local loop from the point of demarcation to the serving central office switch.

The quality of the line is guaranteed only between the customer point of demarcation and the serving central office switch. No guarantee is made for a transmission level over the entire circuit.

Dial WINDSTREAM Data Link Service is not offered in conjunction with the following:

- Foreign Central Office Service
- Foreign Exchange Service
- WINDSTREAM Centrex Service
- Call Waiting
- Distinctive Ring
- Off-Premises Extensions
- PBX trunks and stations
- Outward WATS

Rates

	<u>NRC(1)</u>	Monthly <u>Rate (2)</u>
Business	\$25.00	\$ 5.00
Residence	25.00	5.00

(1) In addition to applicable service charges in Section 6.

(2) In addition to applicable Local Service Rates in Section 5.

EFFECTIVE: September 7, 2012

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MISCELLANEOUS SERVICE AND EQUIPMENT

SERVICE PERFORMANCE GUARANTEE

BUSINESS SERVICE CUSTOMERS

If a business customer requests installation or repair of Company owned facilities used to provide exchange access, private line or enhanced services offered under these terms of service and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$100.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

- Exchange network services including WINDSTREAM Centrex Service, Custom Calling Features and Enhanced Services
- Directory services including additional listings
- Local private line services

RESIDENCE SERVICE CUSTOMERS

If a residence service customer requests installation or repair of Company owned facilities used to provide service offered under these terms of service, and the installation or repair is not completed as agreed, the customer will be eligible to receive a credit of \$25.00. One credit per order or trouble report may be applied for the affected service to which the customer subscribes within the following categories:

- Exchange network access services, including Custom Calling Features and Enhanced Services
- Directory services including additional listings and nonpublished listings

GENERAL RULES AND REGULATIONS - BUSINESS AND RESIDENCE

Each credit shall be limited to the amount described above for the particular line or lines associated with the service to be installed or repaired.

The Company's failure to install or repair service under these terms of service shall be excused by customer negligence or willful destruction, labor difficulties, governmental orders, civil commotion, acts of God and other circumstances beyond the Company's reasonable control.

Credit will be provided in accordance with the above conditions at the request of the customer.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

MISCELLANEOUS SERVICE & EQUIPMENT

CALL RESTRICTION SERVICES

Toll Blocking Service is a central office service that restricts one plus (1+), International (011+), zero plus (0+) and/or zero minus (0-) calling. Calls to XX Service will not be restricted (1+8XX+XXX-XXXX). Restricted calls are directed to a central office announcement.

Two Toll Blocking Service options are available:

- a) Option 1 - Restricts any direct dialed one plus (1+ and 10+10+XXX+) or direct dialed International (011+) calls, including directory assistance (411, 1+411, 1+555-1212, 1+NPA+555-1212). This option includes Originating Line Screening that allows outgoing intraLATA toll calls to be charged to the called telephone, a third number, a credit card account or a calling card.
- b) Option 2 - Restricts any direct dialed one plus (1+) or direct dialed International (011+) calls, including directory assistance (411, 1+411, 1+555-1212, 1+NPA+555-1212). This option also restricts local or long distance zero plus (0+) or zero minus (0-) calls. If 9-1-1 service is not available in an exchange, zero minus (0-) calls will be restricted to Local Operator assisted emergency calls.

Toll Blocking Service will be provided to individual residence, business, and trunk access line customers. Toll Restriction Service will not be provided on party lines or Windstream Centrex Service lines.

Toll Blocking Service is offered subject to the availability of suitable facilities and is limited to central offices specifically equipped to provide this service.

The Company makes no guarantee and assumes no liability for the accuracy of Toll Blocking Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising from the restriction of telephone calls made from the customer's access line.

The minimum contract period for this service is one month.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (1)</u>	
Option 1 - Blocks all 1+ calls, per line/trunk .....	\$4.99	\$10.00	<b>(CR)</b>
Option 2 - Blocks all 1+, 0+, and 0- calls, per line/trunk .....	4.99	10.00	<b>(CR)</b>

(1) The Secondary Service Order Charge in Section 6 of the Local Exchange Tariff also applies when adding Toll Blocking to existing service.

MISCELLANEOUS SERVICE & EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

Billed Number Screening Service (BNS) is available to subscribers of the Company's local exchange services. BNS prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account.

The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.

Billed Number Screening Service is offered subject to the availability of suitable facilities. It is available to all classes of business and residence services.

The minimum contract period for Billed Number Screening Service is one month.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (1)</u>
Option 1 - Collect and Third Number Billing, per line/trunk	\$10.00	4.00
Option 2 - Third Number Billing, per line/trunk	10.00	4.00
Option 3 - Collect Billing per line/trunk	10.00	4.00

(1) The Secondary Service Order Charge in Section 6 of the Local Exchange Tariff also applies when adding Billed Number Screening to existing service.

EFFECTIVE: September 7, 2012

Vice President  
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MISCELLANEOUS SERVICE & EQUIPMENT

CALL RESTRICTION SERVICES (Cont'd)

Selective Class of Call Screening is an optional service available to the Company's local exchange service customers and is offered on a per line basis. The service is offered to provide customers with a choice of originating screening options. The screening provides information that will allow the restriction of originating toll calls to be billed to a credit card, a third number or to the called party.

The customer will specify, at the time of the order, the restriction or restrictions desired. The customer may specify any combination of the following to restrict the billing of outgoing toll calls to:

- A Credit Card
- A Third Number
- Collect to the Called Number

This service provides for information designating the customer's line as having a requirement for special billing and defines these requirements for the Windstream operator.

Selective Class of Call Screening service is offered subject to the availability of suitable facilities.

Customers subscribing to Selective Class of Call Screening service are responsible for all toll charges.

The Company makes no guarantee and assumes no liability for the accuracy of Selective Class of Call Screening service for calls outside the Windstream calling area. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Selective Class of Call Screening Service.

The minimum period for Selective Class of Call Screening service is one month.

RATES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge (1)</u>
Per line equipped .....	\$3.99	\$10.00
Per trunk equipped .....	10.00	10.00

(1) The Secondary Order Charge in Section 6 of the Local Exchange Tariff also applies when adding Selective Class of Call Screening to existing service.

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MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE

General

Direct Inward-Outward Dialing Service is a Central Office based service that permits incoming calls to reach customer provided equipment, without the assistance of an attendant, and allows the trunk to be used to place outgoing calls. This service is provisioned with E&M signaling and as a 2-wire or 4-wire connection at the customer's premises.

Conditions

The assignment of telephone numbers and the sequence of numbers assigned to a customer are made at the discretion of the Telephone Company.

In addition to the Rules and Regulations in Section 4 of these terms of service, the rules and regulations pertaining to Direct Inward Dialing (DID) Service apply to DIOD Service.

The customer is responsible for providing intercept on assigned unused telephone numbers associated with DIOD Service.

Trunks arranged for DIOD Service may not be combined with trunk groups arranged to provide Direct Inward Dialing (DID) Service. Overflow of calls between the two arrangements is not permitted.

DIOD Service works in conjunction with DID Service. The rates and charges associated with DIOD are in addition to the applicable rates and charges for DID Service.

Line Hunting is not required with DIOD Service.

EFFECTIVE: September 7, 2012

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Little Rock, AR 72212

MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Continued)

Conditions (Continued)

When the customer's serving central office is not equipped to provide DIOD Service, the DIOD may be provided from a Telephone Company central office capable of furnishing DIOD Service, under the following conditions:

- the central office furnishing the DIOD Service must be in the same LATA as the customer location where the DIOD Service terminates;
- adequate facilities are available in the central office to provide the DIOD Service on a Foreign Central Office (FCO) or Foreign Exchange (FX) basis;
- all rules, regulations and charges applicable to FCO or FX Service are applicable;
- customers requesting to disconnect their FCO DIOD or FX DIOD Service to subscribe to DIOD Service from their serving central office will be charged all applicable service charges associated with reestablishing the service; the DIOD Service will be assigned a telephone number working out of the customer's serving central office.

DIOD Service will also be furnished as FCO or FX Service by customer request under the above conditions.

When a FX/FCO DIOD customer's serving central office becomes available to provide DIOD Service, the same procedures described above will be adhered to.

Nonrecurring Charges for DID Service are in addition to Service Charges in Section 6 of these terms of service.

The Nonrecurring Charge (NRC) is to establish a database for the customer DIOD trunk group at same customer premises. When adding additional DIOD trunk terminations to the existing database, after the initial order, the NRC is NOT applicable. Service charges in Section 6 will be applicable for the additional trunk terminations and/or additional numbers.

Adding DIOD trunk terminations for the same customer at a different service location will require a new database therefore the NRC is applicable in addition to the Service Charges in Section 6.

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MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Continued)

Contract Termination Liability

In the event of early termination of the customer's contract, the customer will be required to pay a penalty of 90% of the term monthly rates applied to the initial ordered quantities for the number of months remaining in the contract.

If, before the end of the term agreement, the customer wants to change to a longer term or a different service of the same or greater value with the same or longer term, no termination liability will apply to this change in service. A new termination liability agreement, based on the new service or term, will replace the original termination agreement.

Before the end of the term agreement, if the Telephone Company files and gains appropriate approvals for lower rates for the contracted service, the Telephone Company will apply the lower rates. However, the original termination liability agreement will remain in affect and will be calculated at the higher rates.

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MISCELLANEOUS SERVICE AND EQUIPMENT

DIRECT INWARD-OUTWARD DIALING (DIOD) SERVICE (Continued)

Rates and Charges

DID Numbers See Rates for DID Service in this Section.

Network Access Trunk See Automatic Trunk Rates in Section 5,

	<u>NRC(1)(2)</u>	<u>Monthly Rate</u>
Month-to-Month	\$100.00	\$35.00
One - Year Term	100.00	8.00
Three - Year Term	100.00	6.00

- (1) In addition to applicable Service Charges in Section 6.  
(2) Applicable to initial order for DIOD Service; NRC above does NOT apply for subsequent orders to add DIOD trunk terminations to the same trunk group at the same customer location.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD, or its designee. For Residential customers, operator service, directory assistance, toll free and calling card calls are not included in the Windstream Long Distance minutes. Unused minutes do not carry over to the following month.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Residential customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 -\$38.38, Band 2 - \$39.48 and Band 3 - \$39.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - Plus 60 minutes long distance and 10 cents per minute thereafter for anywhere within the Domestic United States including Alaska, Hawaii, Virgin Islands, Puerto Rico, Guam.

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS (Cont'd)

- WINDSTREAM VALUE PLAN (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$27.38, Band 2 - \$28.48 and Band 3 - \$28.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* – Monthly rate of \$3.00
  - Plus 30 minutes long distance and 10 cents per minute thereafter for anywhere within the Domestic United States including Alaska, Hawaii, Virgin Islands, Puerto Rico, Guam.
- WINDSTREAM VALUE PLUS PLAN (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$30.38 Band 2 - \$31.48 and Band 3 - \$31.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Touch Call
    3. Cancel Call Waiting
    4. Custom Call Forwarding
    5. Speed Dial 8
    6. 3-Way Calling
    7. Caller ID Name & Number with Anonymous Call Block
    8. Call Waiting ID
    9. Auto Call Return
    10. Auto Busy Redial
    11. Personal Alert
    12. Custom Call Acceptance
    13. Call Forwarding
  - Privacy Controller\*\* – Monthly rate of \$3.00

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS (Cont'd)

- WINDSTREAM VALUE PLAN (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$22.38, Band 2 - \$23.48 and Band 3 - \$23.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - a. Privacy Controller\*\* – Monthly rate of \$3.00

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212



WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS (Cont'd)

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. For Business customers, operator service, directory assistance, calling card calls are not included in the Windstream Long Distance minutes. Unused minutes do not carry over to the following month.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Business customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN (Business) with Long Distance  
Monthly Bundled Rates: Band 1 - \$54.81, Band 2 - \$57.86 and Band 3 - \$65.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Custom Call Acceptance
    12. Call Forwarding, Variable
    13. Call Block
  - Privacy Controller\*\* – Monthly rate of \$3.00
  - Plus 100 minutes long distance and 10 cents per minute thereafter for anywhere within the Domestic United States including Alaska, Hawaii, Virgin Islands, Puerto Rico, Guam.

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS (Cont'd)

- WINDSTREAM VALUE PLAN (Business) with Long Distance  
Monthly Bundled Rates: Band 1 - \$43.17, Band 2 - \$46.22 and Band 3 - \$54.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* – Monthly rate of \$3.00
  - Plus 60 minutes long distance and 10 cents per minute thereafter for anywhere within the Domestic United States including Alaska, Hawaii, Virgin Islands, Puerto Rico, Guam.
- WINDSTREAM VALUE PLUS PLAN (Business) without Long Distance  
Monthly Bundled Rates: Band 1 - \$42.81, Band 2 - \$55.86, and Band 3 - \$53.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Custom Call Acceptance
    12. Call Forwarding
    13. Call Block
  - Privacy Controller\*\* – Monthly rate of \$3.00

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tarified discounts do not apply.

\*\*Upon Availability for each serving area

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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM Value PLUS and WINDSTREAM Value BUNDLE PLANS (Cont'd)

- WINDSTREAM VALUE PLAN (Business) without Long Distance
  - Monthly Bundled Rates: Band 1 - \$35.17, Band 2 - \$38.22 and Band 3 - \$46.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00

These bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area.

Vice President  
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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Residential customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN Version 2 (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$38.88, Band 2 - \$39.48, Band 3 - \$39.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM VALUE PLAN Version 2 (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$27.38, Band 2 - \$28.48 and Band 3 - \$28.31
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  
- WINDSTREAM VALUE PLUS PLAN Version 2 (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$30.38, Band 2 - \$31.48 and Band 3 - \$31.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tarified discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM VALUE PLAN Version 2 (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$22.38, Band 2 - \$23.48 and Band 3 - \$23.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2 (Cont'd)

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD, or its designee.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Business customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN Version 2 (Business) with Long Distance  
Monthly Bundled Rates: Band 1 - \$54.81, Band 2 - \$57.86 and Band 3 - \$65.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

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WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM VALUE PLAN Version 2 (Business) with Long Distance  
Monthly Bundled Rates: Band 1 - \$43.17, Band 2 - \$46.22 and Band 3 - \$54.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  
- WINDSTREAM VALUE PLUS PLAN Version 2 (Business) without Long Distance  
Monthly Bundled Rates: Band 1 - \$42.81, Band 2 - \$45.86, and Band 3 - \$53.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 13 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 8
    5. 3-Way Calling
    6. Caller Id Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

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WINDSTREAM VALUE PLUS PLAN Version 2 and WINDSTREAM VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM VALUE PLAN Version 2 (Business) without Long Distance  
Monthly Bundled Rates: Band 1 - \$35.77, Band 2 - \$38.22 and Band 3 - \$47.81
  - Business Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following 7 Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 8
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\* Upon Availability for each serving area

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WINDSTREAM TOTAL VALUE PLAN Version 2

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Residential customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM TOTAL VALUE PLAN Version 2 (Residential) with Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$48.38, Band 2 - \$49.48 and Band 3 - \$49.81
  - Residential Line (Local Exchange Access Line)
  - Includes the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
    14. Distinctive Ring
  - Privacy Controller\*\*
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM TOTAL VALUE PLAN Version 2 (Residential) without Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$42.38, Band 2 - \$43.48 and Band 3 - \$43.81
  - Residential Line (Local Exchange Access Line)
  - Includes the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Touch Call
    3. Cancel Call Waiting
    4. Custom Call Forwarding
    5. Speed Dial 30
    6. 3-Way Calling
    7. Caller ID Name & Number with Anonymous Call Block
    8. Call Waiting ID
    9. Auto Call Return
    10. Auto Busy Redial
    11. Personal Alert
    12. Custom Call Acceptance
    13. Call Forwarding
    14. Distinctive Ring
  - Privacy Controller\*\*
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE PLAN Version 2 (Cont'd)

For Windstream Communications Southwest (Windstream) new and existing Business customers.

With the exception of existing Windstream customers, all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer during this promotion. Existing Windstream customers are not subject to some NRC charges, such as Subsequent Service Order Charges and Line Connection Charges. However, existing Windstream customers are required to pay for all other tariffed surcharges, taxes and Federally tariffed rates as applicable.

New and existing Business customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM TOTAL VALUE PLAN Version 2 (Business) with Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$64.17, Band 2 - \$67.22 and Band 3 - \$75.81
  - Business Line (Local Exchange Access Line)
  - Includes the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Touch Call
    3. Cancel Call Waiting
    4. Custom Call Forwarding
    5. Speed Dial 30
    6. 3-Way Calling
    7. Caller ID Name & Number with Anonymous Call Block
    8. Call Waiting ID
    9. Auto Call Return
    10. Auto Busy Redial
    11. Personal Alert
    12. Custom Call Acceptance
    13. Call Forwarding
    14. Distinctive Ring
  - Privacy Controller\*\*
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE PLAN Version 2 (Cont'd)

- WINDSTREAM TOTAL VALUE PLAN (Business) without Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$58.17, Band 2 - \$61.22 and Band 3 - \$69.81
  - Business Line (Local Exchange Access Line)
  - Includes the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Touch Call
    3. Cancel Call Waiting
    4. Custom Call Forwarding
    5. Speed Dial 30
    6. 3-Way Calling
    7. Caller ID Name & Number with Anonymous Call Block
    8. Call Waiting ID
    9. Auto Call Return
    10. Auto Busy Redial
    11. Personal Alert
    12. Custom Call Acceptance
    13. Call Forwarding
    14. Distinctive Ring
  - Privacy Controller\*\*
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM VALUE PLUS PLAN Version 3 and WINDSTREAM VALUE PLAN Version 3

For Windstream Communications Southwest (Windstream) new and existing Residential customers

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

New and existing Residential customers will be able to sign up for one Bundled Package that includes the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN Version 3 (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$ 38.38, Band 2 - \$39.48, Band 3 - \$39.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM VALUE PLUS PLAN Version 3 and WINDSTREAM VALUE PLAN Version 3 (Cont'd)

- WINDSTREAM VALUE PLAN Version 3 (Residential) with Long Distance  
Monthly Bundled Rates: Band 1- \$ 27.38, Band 2 - \$28.48, Band 3 - \$28.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 30
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  
- WINDSTREAM VALUE PLUS PLAN Version 3 (Residential) without Long Distance  
Monthly Bundled Rates: Band 1- \$ 35.38, Band 2 - \$36.48, Band 3 - \$36.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM VALUE PLUS PLAN Version 3 and WINDSTREAM VALUE PLAN Version 3 (Cont'd)

- WINDSTREAM VALUE PLAN Version 3 (Residential) without Long Distance  
Monthly Bundled Rates: Band 1- \$ 24.38, Band 2 - \$25.48, Band 3 - \$25.81
  - Residential Line (Local Exchange Access Line)
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Speed Dial 30
    4. 3-Way Calling
    5. Auto Call Return
    6. Call Forwarding, Variable
    7. Call Block
  - Privacy Controller\*\* - Monthly rate of \$3.00

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE PLAN (Residential) Version 3

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

New and existing Residential customers will be able to sign up for one Bundled Package that includes any or all the following items by customer type as follows:

- WINDSTREAM TOTAL VALUE PLAN Version 3 (Residential) with Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$48.38, Band 2 - \$49.48 and Band 3 - \$49.81
  - Residential Line (Local Exchange Access Line)
  - Includes any or all of the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
    14. Distinctive Ring
    15. Call Forwarding Busy/No Answer
  - Privacy Controller\*\*
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE PLAN (Residential) Version 3

- WINDSTREAM TOTAL VALUE PLAN Version 3 (Residential) without Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$45.38, Band 2 - \$46.48 and Band 3 - \$46.81
  - Residential Line (Local Exchange Access Line)
  - Includes the following Class and Custom Calling Features \*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding
    14. Distinctive Ring
    15. Call Forward Busy/No Answer
  - Privacy Controller\*\*
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM VALUE PLUS 2 LINE UNLIMITED LD PLAN for Residential Customers

Terms and Conditions:

This bundled service plan is available for Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of the local services portion of the plan will be for Windstream Communications Southwest (Windstream). The provider of the toll service will be Windstream Southwest LD, or its designee.

The unlimited long distance service portion of the bundled service plan is available for residential voice application only. It is not available for any type of non-voice application, such as data transmission or access to the internet. By subscribing to this plan, the customer agrees to use the service for voice application only.

This product is designed for residential voice usage only. If it is discovered that a customer is using the service for long distance calls to dial up modems or fax machines or for business purposes, Windstream LD reserves the right to bill the customer a \$100 non-recurring surcharge and/or remove the customer from the plan upon at least 10 days notice.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

Residential customers will be able to sign up for one Bundled Package that includes any or all the following items by customer type as follows:

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\* Upon Availability for each serving area

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WINDSTREAM VALUE PLUS 2 LINE UNLIMITED LD PLAN for Residential Customers (Cont'd)

- WINDSTREAM VALUE PLUS 2 LINE UNLIMITED PLAN (Residential) with Unlimited Long Distance\*\*  
Monthly Bundled Rates: Band 1 - \$70.52, Band 2 - \$71.62 and Band 3 - \$71.95
  - 2 Residential Lines (Local Exchange Access Lines including Touch Dialing)
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*
    - Caller ID Name Number w/ACB
    - Call Waiting
    - Call Waiting ID
    - Cancel Call Waiting
    - Three-Way Calling
    - Custom Call Forwarding
    - Speed Dial 8
    - Auto Call Return
    - Auto Busy Redial
    - Personal Alert
    - Call Block
    - Custom Call Acceptance
    - Call Forwarding
  - Privacy Controller\*\* - Monthly Rate of \$3.00<sup>(1)</sup>

Windstream Long Distance Unlimited. The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

(1) This Monthly Rate is in addition to the Bundled Rate for that plan type.

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EFFECTIVE: September 7, 2012

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WINDSTREAM TOTAL VALUE 2 LINE UNLIMITED LD PLAN for Residential Customers

This bundled service plan is available for Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of the local services portion of the plan will be for Windstream Communications Southwest (Windstream). The provider of the toll service will be Windstream Southwest LD, or its designee.

The unlimited long distance service portion of the bundled service plan is available for residential voice application only. It is not available for any type of non-voice application, such as data transmission or access to the internet. By subscribing to this plan, the customer agrees to use the service for voice application only.

This product is designed for residential voice usage only. If it is discovered that a customer is using the service for long distance calls to dial up modems or fax machines or for business purposes, Windstream LD reserves the right to bill the customer a \$100 non-recurring surcharge and/or remove the customer from the plan upon at least 10 days notice.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

Residential customers will be able to sign up for one Bundled Package that includes any or all the following items by customer type as follows:

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

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WINDSTREAM TOTAL VALUE 2 LINE UNLIMITED LD PLAN for Residential Customers (Cont'd)

- WINDSTREAM TOTAL VALUE UNLIMITED PLAN (Residential) with Unlimited Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$75.52 Band 2 - \$76.62 and Band 3 - \$76.95
  - 2 Residential Lines (Local Exchange Access Lines including Touch Dialing)
  - Includes the following Class and Custom Calling Features\*\*
    1. Call Waiting
    2. Cancel Call Waiting
    3. Custom Call Forwarding
    4. Speed Dial 30
    5. 3-Way Calling
    6. Caller ID Name & Number with Anonymous Call Block
    7. Call Waiting ID
    8. Auto Call Return
    9. Auto Busy Redial
    10. Personal Alert
    11. Call Block
    12. Custom Call Acceptance
    13. Call Forwarding, Variable
    14. Distinctive Ring
  - Privacy Controller\*\*
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
  - Inside Wire Maintenance
  - Deluxe Voice Mail\*\*

This plan cannot be used to qualify the customer for any other tariff feature package and all other tarified discounts do not apply.

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2 LINE WINDSTREAM VALUE PLUS Plan

For Windstream Communications Southwest (Windstream) new and existing Residential customers

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

New and existing Residential customers will be able to sign up for one bundled package that includes the following items by customer type as follows:

- 2 LINE WINDSTREAM VALUE PLUS PLAN (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$45.38, Band 2 - \$46.48 and Band 3 - \$46.81
  - 2-Line Residential Line (Local Exchange Access Line) includes Touch Dialing for both lines
  - Includes customers' choice of any or all of the following Class and Custom Calling Features per line\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Auto Call Return
    - Auto Busy Redial
    - Personal Alert
    - Call Block
    - Custom Call Acceptance
    - Call Forwarding, Variable
  - Privacy Controller\*\* - Monthly rate of \$3.00<sup>(1)</sup>
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

(1) This Monthly Rate is in addition to the Bundled Rate for that plan type

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2 LINE WINDSTREAM VALUE PLUS Plan (Cont'd)

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. All Non-recurring charges (NRC's) for both existing and new customers will be waived, such as the Primary Service Order and Line Connection Charges. The NRC waiver is available to those customers that choose to retain this package for a minimum of 90 days. Service will be billed in one month increments.

New and existing Residential customers will be able to sign up for one bundled package that includes the following items by customer type as follows:

- 2 LINE WINDSTREAM VALUE PLUS PLAN (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$42.38, Band 2 - \$43.48 and Band 3 - \$43.81
  - 2-Line Residential Line (Local Exchange Access Line) includes Touch Dialing for both lines
  - Includes customers' choice of any or all of the following Class and Custom Calling Features per line\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Auto Call Return
    - Auto Busy Redial
    - Personal Alert
    - Call Block
    - Custom Call Acceptance
    - Call Forwarding, Variable
  - Privacy Controller\*\* - Monthly rate of \$3.00<sup>(1)</sup>

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

(1) This Monthly Rate is in addition to the Bundled Rate for that plan type

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2 LINE WINDSTREAM TOTAL VALUE Plan

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. All Non-recurring charges (NRC's) for both existing and new customers will be waived, such as the Primary Service Order and Line Connection Charges. The NRC waiver is available to those customers that choose to retain this package for a minimum of 90 days. Service will be billed in one month increments.

New and existing Residential customers will be able to sign up for one bundled package that includes the following items by customer type as follows:

- 2-LINE WINDSTREAM TOTAL VALUE PLAN (Residential) with Long Distance  
Monthly Bundled Rates: Band 1 - \$55.38, Band 2 - \$56.48 and Band 3 - \$56.81
  - 2-Line Residential Line (Local Exchange Access Line) includes Touch Dialing for both lines
  - Includes any or all of the following Class and Custom Calling Features per line\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Auto Call Return
    - Auto Busy Redial
    - Personal Alert
    - Call Block
    - Custom Call Acceptance
    - Call Forwarding, Variable
    - Distinctive Ring
    - Call Forwarding Busy/No answer
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Inside Wire Maintenance
  - Deluxe Voice Mail\*\*
  - Privacy Controller \*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

EFFECTIVE: September 7, 2012

2 LINE WINDSTREAM TOTAL VALUE Plan (Cont'd)

For Windstream Communications Southwest (Windstream) new and existing Residential customers

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. All Non-recurring charges (NRC's) for both existing and new customers will be waived, such as the Primary Service Order and Line Connection Charges. The NRC waiver is available to those customers that choose to retain this package for a minimum of 90 days. Service will be billed in one month increments.

New and existing Residential customers will be able to sign up for one bundled package that includes the following items by customer type as follows:

- 2-LINE WINDSTREAM TOTAL VALUE PLAN (Residential) without Long Distance  
Monthly Bundled Rates: Band 1 - \$52.38, Band 2 - \$53.48 and Band 3 - \$53.81
  - 2-Line Residential Line (Local Exchange Access Line) includes Touch Dialing for both lines
  - Includes any or all of the following Class and Custom Calling Features per line\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Auto Call Return
    - Auto Busy Redial
    - Personal Alert
    - Call Block
    - Custom Call Acceptance
    - Call Forwarding, Variable
    - Distinctive Ring
    - Call Forwarding Busy/No answer
  - Inside Wire Maintenance
  - Deluxe Voice Mail\*\*
  - Privacy Controller \*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

2-4 Multi-line Business Solutions Plan

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to subscribe to the Business Solutions Plan with Long Distance for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

To qualify for this Bundle, the customer must have a minimum of 2 B-1 lines and a maximum of 4 B-1 lines. New and existing Business customers will be able to sign up for one Bundled package that includes the following items by customer type as follows.

- 2-4 Business Solutions Plan (Business) with Long Distance  
Monthly Bundled Rates:
  - 2 Lines - Band 1 - \$ 81.39, Band 2 - \$ 87.49 and Band 3 - \$112.73
  - 3 Lines - Band 1 - \$107.50, Band 2 - \$116.65 and Band 3 - \$154.51
  - 4 Lines - Band 1 - \$133.61, Band 2 - \$145.81 and Band 3 - \$196.29
  - 2 - 4 Business Lines (Local Exchange Access Line) includes Touch Dialing for all lines
  - Includes customers' choice of any or all of the following Class and Custom Calling Features per line\*\*
    - Hunt
    - Caller ID Name & Number with Anonymous Call Block
    - Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
  - Inside Wire Maintenance
  - Deluxe Voice Mail\*\*
  - Windstream Conferencing Solutions\*\*
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

EFFECTIVE: September 7, 2012

## CENTRAL OFFICE SERVICES

### 2-4 Multi-line Business Solutions Plan

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to subscribe to the Business Solutions Plan with Long Distance for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

To qualify for this Bundle, the customer must have a minimum of 2 B-1 lines and a maximum of 4 B-1 lines.

New and existing Business customers will be able to sign up for one Bundled package that includes the following items by customer type as follows.

- 2-4 Business Solutions Plan (Business) without Long Distance  
Monthly Bundled Rates:
  - 2 Lines - Band 1 - \$ 78.39, Band 2 - \$ 84.49 and Band 3 - \$109.73
  - 3 Lines - Band 1 - \$104.50, Band 2 - \$113.65 and Band 3 - \$151.51
  - 4 Lines - Band 1 - \$130.61, Band 2 - \$142.81 and Band 3 - \$193.29
  - 2 - 4 Business Lines (Local Exchange Access Line) includes Touch Dialing for all lines
  - Includes customers' choice of any or all of the following Class and Custom Calling Features per line\*\*
    - Hunt
    - Caller ID Name & Number with Anonymous Call Block
    - Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
  - Deluxe Voice Mail
  - Inside Wire Maintenance

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

5-8 Total Business Solutions Plan

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to subscribe to the Business Solutions Plan with Long Distance for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

To qualify for this Bundle, the customer must have a minimum of 5 stations and 4 NARS and a maximum of 8 stations. New and existing Business customers will be able to sign up for one Bundled package that includes the following items by customer type as follows.

▪ 5-8 Total Business Solutions Plan (Business) with Long Distance

Monthly Bundled Rates:

- 5 Stations - All Bands - \$ 273.95
- 6 Stations - All Bands - \$ 303.06
- 7 Stations - All Bands - \$ 332.17
- 8 Stations - All Bands - \$ 361.28

- 5 - 8 Business Lines (Local Exchange Access Line) includes Touch Dialing for all stations
- Includes customers' choice of any or all of the following Features from the 3000 Plan\*\* per station:
  - Call Alternation, Call Forwarding, Call Hold, Call Transfer, Dial Call Waiting, Directory Number Hunting, Extended Call Pickup, Group Call Pickup, Last Number Redial, Pilot Number Hunting, Speed Dial 8 (Individual), Three Way Calling, Toll Restriction, Automatic Callback, Circular Hunting, Data Line Security, Multiple Call Park, Multiple Classes of Service, Saved Number Redial, Speed Call 30 (System), Uniform Call Distribution, Executive Busy Override, Incoming Call Forwarding, Off Hook Queuing, Remote Access to Features, Ringback Queuing, Speed Calling 30 (Individual), and Within Group Call Forwarding.
- Additional NARS above the required minimum of 4 will be purchased at the Tariffed Rate and are in addition to the above listed Bundled Rate.
- Inside Wire Maintenance
- Deluxe Voice Mail\*\*
- Windstream Conferencing Solutions\*\*
- Calling Number Identification\*\*
- The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

5-8 Total Business Solutions Plan

For Windstream Communications Southwest (Windstream) new and existing Business customers.

All applicable Intrastate and Local Exchange tariff charges including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer. For those new Windstream customers who chose to subscribe to the Business Solutions Plan with Long Distance for a minimum of 90 days, the Non-recurring charges will be waived, such as the Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one month increments.

To qualify for this Bundle, the customer must have a minimum of 5 stations and 4 NARS and a maximum of 8 stations.

New and existing Business customers will be able to sign up for one Bundled package that includes the following items by customer type as follows.

▪ 5-8 Total Business Solutions Plan (Business) without Long Distance

Monthly Bundled Rates:

- 5 Stations - All Bands - \$ 270.95
- 6 Stations - All Bands - \$ 300.06
- 7 Stations - All Bands - \$ 329.17
- 8 Stations - All Bands - \$ 358.28

- 5 - 8 Business Lines (Local Exchange Access Line) includes Touch Dialing for all stations
- Includes customers' choice of any or all of the following Features from the 3000 Plan\*\* per station:  
Call Alternation, Call Forwarding, Call Hold, Call Transfer, Dial Call Waiting, Directory Number Hunting, Extended Call Pickup, Group Call Pickup, Last Number Redial, Pilot Number Hunting, Speed Dial 8 (Individual), Three Way Calling, Toll Restriction, Automatic Callback, Circular Hunting, Data Line Security, Multiple Call Park, Multiple Classes of Service, Saved Number Redial, Speed Call 30 (System), Uniform Call Distribution, Executive Busy Override, Incoming Call Forwarding, Off Hook Queuing, Remote Access to Features, Ringback Queuing, Speed Calling 30 (Individual), and Within Group Call Forwarding.
- Additional NARS above the required minimum of 4 will be purchased at the Tariffed Rate and are in addition to the above listed Bundled Rate.
- Inside Wire Maintenance
- Deluxe Voice Mail\*\*
- Calling Number Identification\*\*

This plan cannot be used to qualify the customer for any other tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUE PLUS BUSINESS PLAN Version 4 and WINDSTREAM VALUE BUSINESS PLAN Version 4

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream. Communications Southwest (Windstream) and Windstream Southwest LD or its designee

All applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer. For those new Windstream customers who choose to retain the package with Long Distance for a minimum of 90 days, the Primary Service order charges will be waived. For Windstream existing customers, the Subsequent Service Order will be permanently waived. Service will be billed in one month increments.

New and existing Business customers will be able to sign up for one Bundled package that includes any or all of the following items by customer type as follows:

- WINDSTREAM VALUE PLUS PLAN Version 4 (Business) with Long Distance  
Monthly Bundled Rates: Band 1- \$ 48.28, Band 2 - \$51.33, Band 3 - \$63.95
  - Business Line (Local Exchange Access Line) – includes Touch Call
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Distinctive Ring
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Call Forwarding, Variable
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUE PLUS BUSINESS PLAN Version 4 and WINDSTREAM VALUE BUSINESS PLAN Version 4 (Cont'd)

- WINDSTREAM VALUE PLAN Version 4 (Business) with Long Distance  
Monthly Bundled Rates: Band 1- \$ 41.28, Band 2 - \$44.33, Band 3 - \$56.95
  - Business Line (Local Exchange Access Line) – Includes Touch Call
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Speed Dial 30
    - 3-Way Calling
    - Call Forwarding, Variable
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  
- WINDSTREAM VALUE PLUS PLAN Version 4 (Business) without Long Distance  
Monthly Bundled Rates: Band 1- \$ 45.28, Band 2 - \$48.33, Band 3 - \$60.95
  - Business Line (Local Exchange Access Line) – Includes Touch Call
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Distinctive Ring
    - Call Forwarding
  
- WINDSTREAM VALUE PLAN Version 4 (Business) without Long Distance  
Monthly Bundled Rates: Band 1- \$ 38.28, Band 2 - \$41.33, Band 3 - \$53.95
  - Business Line (Local Exchange Access Line) – Includes Touch Call
  - Includes customers' choice of any or all of the following Class and Custom Calling Features\*\*
    - Call Waiting
    - Cancel Call Waiting
    - Speed Dial 30
    - 3-Way Calling
    - Call Forwarding, Variable

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tarified discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



CENTRAL OFFICE SERVICES

WINDSTREAM TOTAL VALUE BUSINESS PLAN Version 4

For Windstream Communications Southwest (Windstream) new and existing Business customers.

The provider of both the Local and Toll services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee.

All applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer. For those new Windstream customers who choose to retain the package with Long Distance for a minimum of 90 days, the Primary Service order charges will be waived. For Windstream existing customers, the Subsequent Service Order will be permanently waived. Service will be billed in one month increments.

New and existing Business customers will be able to sign up for one Bundled package that includes any or all of the following items by customer type as follows:

- WINDSTREAM TOTAL VALUE BUSINESS PLAN Version 4 (Business) with Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$53.28, Band 2 - \$56.33 and Band 3 - \$68.95
  - Business Line (Local Exchange Access Line) – Includes Touch Call
  - Includes any or all of the following Class and Custom Calling Features \*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Call Forwarding, Variable
    - Distinctive Ring
  - The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

Upon Availability for each serving area

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Little Rock, AR 72212

EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM TOTAL VALUE BUSINESS PLAN (Business) Version 4 (Cont'd)

- WINDSTREAM TOTAL VALUE PLAN Version 4 (Business) without Long Distance \*\*  
Monthly Bundled Rates: Band 1 - \$50.28, Band 2 - \$53.33 and Band 3 - \$65.95
  - Business Line (Local Exchange Access Line) – Includes Touch Call
  - Includes the following Class and Custom Calling Features \*\*
    - Call Waiting
    - Cancel Call Waiting
    - Custom Call Forwarding
    - Speed Dial 30
    - 3-Way Calling
    - Caller ID Name & Number with Anonymous Call Block
    - Call Waiting ID
    - Call Forwarding
    - Distinctive Ring
  - Inside Wire Maintenance
  - Deluxe Voicemail \*\*

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUE PLUS UNLIMITED LD PLAN

Terms and Conditions:

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

The Unlimited Long Distance service portion of the bundled service plan is available for residential customer non-business domestic direct dialed voice use only. Windstream Unlimited Long Distance cannot be used for long distance access to the Internet, fax machines, data devices, chat room calls, 900 or 976 type numbers, telemarketing, mass communication, autodialing, or commercial use purposes. If any violation of this plan's terms and conditions are identified, the Company may apply a surcharge up to \$500 and may remove the Unlimited plan without prior notice to the Customer, and convert the Customer to another plan. WINDSTREAM Long Distance reserves the right to discontinue service to customers on the Unlimited plan that are determined to have long distance calling patterns that are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential Customer usage, the Customer may be subject to discontinuation of this service, a surcharge or offered an alternative plan at the Company's sole discretion. If a customer's usage exceeds 2,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

To impress upon the customer that the long distance service is for residential voice application only, the customer will be advised of the requirements of the plan four (4) different times during the purchasing process by:

- Significant exposure in marketing materials - not just in fine print clauses.
- Specific scripting to the customer at the time the sale is closed.
- Second validation with the customer during the third party verification process (recorded).
- Special page insert into Windstream's Welcome Letter focusing on the requirements of the plan and specifically the data issue.

All applicable intrastate and local exchange tariff charges including but not limited to taxes and surcharges and any federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer. All Non-recurring charges for both existing and new customers will be waived such as, Primary or Subsequent Service Order Charges and Line Connection Charges. Service will be billed in one-month increments.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUE PLUS UNLIMITED LD PLAN (Cont'd)

Description of Plan

WINDSTREAM VALUE PLUS PLAN Version 3 (Residential) with Unlimited Voice Long Distance.

New and existing Residential customers may sign up for this bundled package that includes:

- Basic local service
- Unlimited long distance service
- Choice of any or all of the following Class and Custom Calling Features\*\*
  14. Call Waiting
  15. Cancel Call Waiting
  16. Custom Call Forwarding
  17. Speed Dial 8
  18. 3-Way Calling
  19. Caller ID Name & Number with Anonymous Call Block
  20. Call Waiting ID
  21. Auto Call Return
  22. Auto Busy Redial
  23. Personal Alert
  24. Call Block
  25. Custom Call Acceptance
  26. Call Forwarding, Variable
- Privacy Controller\*\* - Monthly rate of \$3.00

Monthly Bundled Rates:

Band 1- \$63.52    Band 2 - \$64.62    Band 3 - \$64.95

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM TOTAL VALUE UNLIMITED LD PLAN

Terms and Conditions:

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

The Unlimited Long Distance service portion of the bundled service plan is available for residential customer non-business domestic direct dialed voice use only. Windstream Unlimited Long Distance cannot be used for long distance access to the Internet, fax machines, data devices, chat room calls, 900 or 976 type numbers, telemarketing, mass communication, autodialing, or commercial use purposes. If any violation of this plan's terms and conditions are identified, the Company may apply a surcharge up to \$500 and may remove the Unlimited plan without prior notice to the Customer, and convert the Customer to another plan. WINDSTREAM Long Distance reserves the right to discontinue service to customers on the Unlimited plan that are determined to have long distance calling patterns that are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential Customer usage, the Customer may be subject to discontinuation of this service, a surcharge or offered an alternative plan at the Company's sole discretion. If a customer's usage exceeds 2,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

To impress upon the customer that the long distance service is for residential voice application only, the customer will be advised of the requirements of the plan four (4) different times during the purchasing process by:

- Significant exposure in marketing materials - not just in fine print clauses.
- Specific scripting to the customer at the time the sale is closed.
- Second validation with the customer during the third party verification process (recorded).
- Special page insert into Windstream's Welcome Letter focusing on the requirements of the plan and specifically the data issue.

All applicable intrastate and local exchange tariff charges including but not limited to taxes and surcharges and any federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer. All Non-recurring charges for both existing and new customers will be waived such as, Primary or Subsequent Service Order Charges and Line Connection Charges. Service will be billed in one-month increments.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM TOTAL VALUE UNLIMITED LD PLAN (Cont'd)

Description of Plan

WINDSTREAM TOTAL VALUE PLAN Version 3 (Residential) with Unlimited Voice Long Distance.

New and existing Residential customers may sign up for this bundled package that includes:

- Basic local service
- Unlimited long distance service
- Choice of any or all of the following Class and Custom Calling Features\*\*
  1. Call Waiting
  2. Cancel Call Waiting
  3. Custom Call Forwarding
  4. Speed Dial 30
  5. 3-Way Calling
  6. Caller ID Name & Number with Anonymous Call Block
  7. Call Waiting ID
  8. Auto Call Return
  9. Auto Busy Redial
  10. Personal Alert
  11. Call Block
  12. Custom Call Acceptance
  13. Call Forwarding, Variable
  14. Distinctive Ring
  15. Call Forward Busy/No Answer
- Privacy Controller\*\* - Monthly rate of \$3.00
- Inside Wire Maintenance
- Deluxe Voicemail\*\*

Monthly Bundled Rates:

Band 1 - \$68.52      Band 2 - \$69.62      Band 3 - \$69.95

These Bundles cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply.

\*\*Upon Availability for each serving area

Vice President  
4001 Rodney Parham Road  
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EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

GENERAL

AdvancePay Phone Service – (ADVANCEPAY) provides residential customers one month of access to the public switched network via a voice grade facility allowing customers to receive and place calls, Touch-dialing, a standard directory listing, Call Waiting, toll restriction, blocking of access to services with usage sensitive charges, and per call blocking of the delivery of calling party number and calling party name.

ADVANCEPAY is available to customers where facilities permit. ADVANCEPAY is available only in those areas with access to 911 service.

REGULATIONS

ADVANCEPAY will be provided for a period of one month upon acknowledged receipt of payment. All customers payments for ADVANCEPAY and associated services, excluding those made with credit cards, must be made through an authorized payment agent of Windstream Communications. Payments by credit card can be made by calling or visiting a Windstream Telecom Retail Store or calling the Customer Service Center. Personal checks are not accepted.

ADVANCEPAY service may be extended for additional month periods by remitting payment prior to the service expiration date. ADVANCEPAY service may be terminated at the service expiration date if payment for the subsequent month of service and or any outstanding charges is not received by the service expiration date.

Service establishment procedures – Customers wishing to purchase ADVANCEPAY shall contact Windstream Telecom to initiate their request for service. Subsequent to making payment, the customer will be required to notify Windstream Communications to negotiate their service installation date.

Customer service statements – ADVANCEPAY customers will be mailed a monthly statement to the mailing address provided by the customer. Each statement will include the following information: description of the charges, fees, taxes, etc. associated with their ADVANCEPAY service, the service expiration date, amount of payment received from customer, additional charges or credits associated with the current service term charges, and charges due to continue service for a subsequent service term.

ADVANCEPAY customers are provided the ability to place calls within the non-optional local calling scope associated with the customer's service address as defined in Section 6 of the Local Exchange Tariff. Calls requiring the dialed number to be preceded by a one or zero (including but not limited to calls to directory assistance or operator services) are not permitted; however, calls to toll-free (800, 888, etc.) services will not be restricted. ADVANCEPAY customers are restricted from incurring any usage sensitive charges on their ADVANCEPAY line including usage sensitive features. Violation of this restriction may result in automatic termination of the ADVANCEPAY service.

Special billing arrangements, such as Group Billing, Joint Billing or Aggregate Billing, are not available with ADVANCEPAY. Customer initiated temporary suspension of service (Vacation Service) is not available with ADVANCEPAY. Transfer of service or transfer of contract is not available with ADVANCEPAY.

EFFECTIVE: September 7, 2012

Vice President  
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CENTRAL OFFICE SERVICES

REGULATIONS (Continued)

Customer violation of any of the aforementioned regulations, including subscription to any unauthorized optional services, may result in automatic termination of service. The ADVANCEPAY customer indemnifies and saves harmless WINDSTREAM Telecom by these restrictions of the customer's calling.

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

The provider of the Local service will be will be Windstream Communications Southwest (Windstream).

WINDSTREAM AdvancePay customers will be required to pay all applicable Intrastate and Local Exchange tariff charges including but not limited to Non-recurring charges (NRC), taxes and surcharges, and any Federally tarified charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charge are required to be paid by the customer and are inclusive in the Bundled rate.

New and existing Residential customers will be able to sign up for one service that includes the following items by customer type as follows:

- WINDSTREAM BASIC ADVANCEPAY SERVICE  
Monthly Rates: \$49.95  
Non-recurring Fees: New Install: \$35.00 Existing Reconnections Fee: \$20.70
  - Residential Line (Local Exchange Access Line) including Touch Dialing
  - Unlimited Local Calling (matches current local calling scope)
  - Directory Listing or Non-Published number and Non-Listed number (if customer requested)
  - Toll Restriction
  - Call Waiting\*\*
  - Inside Wire Maintance
  
- WINDSTREAM DELUXE ADVANCEPAY SERVICE  
Monthly Rates: \$59.95  
Non-recurring Fees: New Install: \$35.00 Existing Reconnection Fee: \$20.70
  - Residential Line (Local Exchange Access Line) including Touch Dialing
  - Unlimited Local Calling (matches current local calling scope)
  - Directory Listing or Non-Published number and Non-Listed number (if customer requested)
  - Toll Restriction
  - Call Waiting\*\*
  - Call Waiting ID\*\*
  - Caller ID Name & Number with Anonymous Call Block\*\*
  - Inside Wire Maintance

This plan cannot be used to qualify the customer for any other tariff feature package and all other tarified discounts do not apply.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I for Residential Customers

For Windstream Communications Southwest (Windstream), new and existing Residential customers  
New and existing Residential Customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with an unlimited choice of eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

- WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I- Residential
  - Monthly Bundled Rates for Band 1 (Month to Month): \$43.95 (1 Line); \$53.95 (2 Line version);  
\$63.95 (3 Line version)
  - Monthly Bundled Rates for Band (12 Month Term period): \$34.95 (1 Line); \$42.95 (2 Line version);  
\$50.95 (3 Line version)
  - Monthly Bundled Rates for Band 2: \$44.95 (1 Line); \$54.95 (2 Line version); \$64.95 (3 Line version)
  - Monthly Bundled Rates for Band 3 (Month to Month): \$34.95 (1 Line); \$44.95 (2 Line version);  
\$54.95 (3 Line version)
  - Monthly Bundled Rates for Band 3 (12 Month Term period): \$27.95 (1 Line); \$35.95 (2 Line version);  
\$43.95 (3 Line version)
  - Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
  - Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*
    - Eligible Class and Custom Calling Features:
      - Call Waiting
      - Cancel Call Waiting
      - Custom Call Forwarding
      - Speed Dial 30
      - 3-Way Calling
      - Caller ID Name and Number w/ACB
      - Call Waiting ID
      - Auto Call Return
      - Auto Busy Redial
      - Personal Alert
      - Call Block
      - Custom Call Acceptance
      - Call Forwarding, Variable
      - Distinctive Ring

\*\*Upon Availability for each serving area

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EFFECTIVE: September 7, 2012

WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD200600242  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 9  
Original No. 87

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I for Residential Customers (Continued)

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
- Inside Wire Maintenance Plan
- Deluxe Voice Mail\*\*
- Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers:

New and existing Business customers will be able to sign up for a Bundled Package that includes a maximum of 4 lines with an unlimited choice of eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

- WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I - (Business)  
Monthly Bundled Rates for Band 1 (Month to Month)  
\$53.95 (1 Line); \$83.95 (2 Line version); \$113.95 (3 Line version) \$143.95 (4 Line version)  
  
Monthly Bundled Rates for Band 1 (12 Month Term period)  
\$42.95 (1 Line); \$66.95 (2 Line version); \$90.95 (3 Line version); \$114.95 (4 Line version)  
  
Monthly Bundled Rates for Band 2:  
\$56.95 (1 Line); \$86.95 (2 Line version); \$116.95 (3 Line version); \$146.95 (4 Line version)  
  
Monthly Bundled Rates for Band 3 (Month to Month):  
\$58.95 (1 Line); \$98.95 (2 Line version); \$138.95 (3 Line version) \$178.95 (4 Line version)  
  
Monthly Bundled Rates for Band 3 (12 Month Term period)  
\$46.95 (1 Line); \$78.95 (2 Line version); \$110.95 (3 Line version) \$142.95 (4 Line version)
- Business Lines – Maximum of 4 Lines at a single location (4 Local Exchange Access Lines)
  - Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*

Eligible Class and Custom Calling Features:

- |   |                        |                  |   |
|---|------------------------|------------------|---|
| ○ | Call Waiting           | Auto Call Return | Call Forwarding, Variable               |
| ○ | Cancel Call Waiting    |                  | Auto Busy Redial Caller ID Name and     |
| ○ | Number w/ACB           |                  |   |
| ○ | Custom Call Forwarding |                  | Personal Alert Call Waiting ID          |
| ○ | Speed Dial 30          |                  | Call Block Hunt                         |
| ○ | 3-Way Calling          |                  | Custom Call Acceptance Distinctive Ring |

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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN I for Business Customers (Continued)

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
- Inside Wire Maintenance Plan
- Deluxe Voice Mail\*\*
- Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I for Residential Customers

For Windstream Communications Southwest (Windstream) new and existing Residential customers

New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with a maximum of 5 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoce plan prior to the expiration of their commitment period.

- WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I - Residential
  - Monthly Bundled Rates for Band 1 (Month to Month): \$38.95 (1 Line); \$48.95 (2 Line version);  
\$58.95 (3 Line version)
  - Monthly Bundled Rates for Band 1 (12 Month Term Period): \$30.95 (1 Line); \$38.95 (2 Line version);  
\$46.95 (3 Line version)
  - Monthly Bundled Rates for Band 2: \$39.95 (1 Line); \$49.95 (2 Line version); \$59.95 (3 Line version)
  - Monthly Bundled Rates for Band 3 (Month to Month): \$29.95 (1 Line); \$39.95 (2 Line version);  
\$49.95 (3 Line version)
  - Monthly Bundled Rates for Band 3 (12 Month Term Period): \$23.95 (1 Line); \$31.95 (2 Line version);  
\$39.95 (3 Line version)
- Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
- Choice of any of the 5 following Class and Custom Calling Features and/or Other Bundle Product and Services per Line\*\*

Eligible Class and Custom Calling Features:

- |                                   |                           |
|-----------------------------------|---------------------------|
| ○ Call Waiting                    | Auto Call Return          |
| ○ Cancel Call Waiting             | Auto Busy Redial          |
| ○ Custom Call Forwarding          | Personal Alert            |
| ○ Speed Dial 30                   | Call Block                |
| ○ 3-Way Calling                   | Custom Call Acceptance    |
| ○ Caller ID Name and Number w/ACB | Call Forwarding, Variable |
| ○ Call Waiting ID                 | Distinctive Ring          |

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I for Residential Customers (Continued)

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
- Standard Voice Mail\*\*
- Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers.

New and existing Business customers will be able to sign up for a Bundled Package that includes a maximum of 4 lines with a maximum choice of 5 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

- WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I - (Business)

Monthly Bundled Rates for Band 1 (Month to Month):

\$48.95 (1 Line); \$78.95 (2 Line version); \$108.95 (3 Line version); \$138.95 (4 Line version)

Monthly Bundled Rates for Band 1 (12 Month Term period):

\$38.95 (1 Line); \$62.95 (2 Line version); \$86.95 (3 Line version); \$110.95 (4 Line version)

Monthly Bundled Rates for Band 2:

\$51.95 (1 Line); \$81.95 (2 Line version); \$111.95 (3 Line version); \$141.95 (4 Line version)

Monthly Bundled Rates for Band 3 (Month to Month):

\$53.95 (1 Line); \$93.95 (2 Line version); \$133.95 (3 Line version); \$173.95 (4 Line version)

Monthly Bundled Rates for Band 3 (12 Month Term period):

\$42.95 (1 Line); \$74.95 (2 Line version); \$106.95 (3 Line version); \$138.95 (4 Line version)

- Business Lines – Maximum of 4 Lines at a single location (4 Local Exchange Access Lines)
- Choice of any of the 5 following Class and Custom Calling Features and/or Other Bundle Product and Services per Line\*\*

Eligible Class and Custom Calling Features:

- |   |                        |                  |   |
|---|------------------------|------------------|---|
| o | Call Waiting           | Auto Call Return | Call Forwarding, Variable               |
| o | Cancel Call Waiting    |                  | Auto Busy Redial Caller ID Name and     |
|   | Number w/ACB           |                  |   |
| o | Custom Call Forwarding |                  | Personal Alert Call Waiting ID          |
| o | Speed Dial 30          |                  | Call Block Hunt                         |
| o | 3-Way Calling          |                  | Custom Call Acceptance Distinctive Ring |

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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN I for Business Customers (Continued)

Other Bundle Products and Services:

- o Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
- o Standard Voice Mail\*\*
- o Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212



CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED LD PLAN II for Residential Customers  
Terms and Conditions

For Windstream Communications Southwest (Windstream) new and existing Residential customers. New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with an unlimited choice of eligible Features and Other Bundle Products and Services per line.

The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

The Unlimited Long Distance service portion of the bundled service plan is available for residential customer non-business domestic direct dialed voice use only. Windstream Unlimited Long Distance cannot be used for long distance access to the Internet, fax machines, data devices, chat room calls, 900 or 976 type numbers, telemarketing, mass communication, autodialing, or commercial use purposes. If any violation of this plan's terms and conditions are identified, the Company may apply a surcharge up to \$500 and may remove the Unlimited plan without prior notice to the Customer, and convert the Customer to another plan. WINDSTREAM Long Distance reserves the right to discontinue service to customers on the Unlimited plan that are determined to have long distance calling patterns that are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential Customer usage, the Customer may be subject to discontinuation of this service, a surcharge or offered an alternative plan at the Company's sole discretion. If a customer's usage exceeds 2,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

To impress upon the customer that the long distance service is for residential voice application only, the customer will be advised of the requirements of the plan four (4) different times during the purchasing process by:

- Significant exposure in marketing materials.
- Specific scripting to the customer at the time the sale is closed.
- Second validation with the customer during the third party verification process (recorded).
- Special page insert into Windstream's Welcome Letter focusing on the requirements of the plan and specifically the data issue.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED LD PLAN II for Residential Customers (Continued)

- WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN 2- Residential  
Monthly Bundled Rates for Band 1 (Month to Month): \$59.95 (1 Line); \$69.95 (2 Line version);  
\$79.95 (3 Line version)

Monthly Bundled Rates for Band 1 (12 Month Term period): \$47.95 (1 Line); \$55.95 (2 Line version);  
\$63.95 (3 Line version)

Monthly Bundled Rates for Band 2 (Month to Month): \$59.95 (1 Line); \$69.95 (2 Line version);  
\$79.95 (3 Line version)

Monthly Bundled Rates for Band 3 (Month to Month): \$54.95 (1 Line); \$64.95 (2 Line version);  
\$74.95 (3 Line version)

Monthly Bundled Rates for Band 3 (12 Month Term period): \$43.95 (1 Line); \$51.95 (2 Line version);  
\$59.95 (3 Line version)

- Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
- Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*

Class and Custom Calling Features:

- |   |                        |                  |                                 |
|---|------------------------|------------------|---------------------------------|
| ○ | Call Waiting           | Auto Call Return | Auto Busy Redial                |
| ○ | Cancel Call Waiting    | Call Block       | Custom Call Forwarding          |
| ○ | Custom Call Acceptance | Call Waiting ID  | Caller ID Name and Number w/ACB |
| ○ | Personal Alert         | Speed Dial 30    | Call Forwarding, Variable       |
| ○ | 3-Way Calling          | Distinctive Ring |                                 |

Other Bundle Products and Services:

- WINDSTREAM UNLIMITED LONG DISTANCE: The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
- Inside Wire Maintenance Plan
- Deluxe Voice Mail\*\*
- Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

Vice President  
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EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED LD PLAN III for Residential Customers  
Terms and Conditions

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with an unlimited choice of eligible Features and Other Bundle Products and Services per line.

The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

The Unlimited Long Distance service portion of the bundled service plan is available for residential customer non-business domestic direct dialed voice use only. Windstream Unlimited Long Distance cannot be used for long distance access to the Internet, fax machines, data devices, chat room calls, 900 or 976 type numbers, telemarketing, mass communication, autodialing, or commercial use purposes. If any violation of this plan's terms and conditions are identified, the Company may apply a surcharge up to \$500 and may remove the Unlimited plan without prior notice to the Customer, and convert the Customer to another plan. WINDSTREAM Long Distance reserves the right to discontinue service to customers on the Unlimited plan that are determined to have long distance calling patterns that are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential Customer usage, the Customer may be subject to discontinuation of this service, a surcharge or offered an alternative plan at the Company's sole discretion. If a customer's usage exceeds 2,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

To impress upon the customer that the long distance service is for residential voice application only, the customer will be advised of the requirements of the plan four (4) different times during the purchasing process by:

- Significant exposure in marketing materials.
- Specific scripting to the customer at the time the sale is closed.
- Second validation with the customer during the third party verification process (recorded).
- Special page insert into Windstream's Welcome Letter focusing on the requirements of the plan and specifically the data issue.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED LD PLAN III for Residential Customers (Continued)

▪ WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN 3- Residential

Monthly Bundled Rates for Band 1A (Month to Month): \$59.95 (1 Line); \$69.95 (2 Line version);  
\$79.95 (3 Line version)

Monthly Bundled Rates for Band 1A (12 Month Term period): \$47.95 (1 Line); \$55.95 (2 Line version);  
\$63.95 (3 Line version)

Monthly Bundled Rates for Band 3 (Month to Month): \$59.95 (1 Line); \$69.95 (2 Line version);  
\$79.95 (3 Line version)

Monthly Bundled Rates for Band 3 (12 Month Term period): \$47.95 (1 Line); \$55.95 (2 Line version);  
\$63.95 (3 Line version)

Monthly Bundled Rates for Band 4 (Month to Month): \$59.95 (1 Line); \$69.95 (2 Line version);  
\$79.95 (3 Line version)

Monthly Bundled Rates for Band 4 (12 Month Term period): \$47.95 (1 Line); \$55.95 (2 Line version);  
\$63.95 (3 Line version)

- Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
- Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*

Class and Custom Calling Features:

- |                          |                  |                                 |
|--------------------------|------------------|---------------------------------|
| ○ Call Waiting           | Auto Call Return | Auto Busy Redial                |
| ○ Cancel Call Waiting    | Call Block       | Custom Call Forwarding          |
| ○ Custom Call Acceptance | Call Waiting ID  | Caller ID Name and Number w/ACB |
| ○ Personal Alert         | Speed Dial 30    | Call Forwarding, Variable       |
| ○ 3-Way Calling          | Distinctive Ring | Call Forward-Busy No Answer     |
| ○                        |                  |                                 |

Other Bundle Products and Services:

- WINDSTREAM UNLIMITED LONG DISTANCE: The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
- Inside Wire Maintenance Plan
- Deluxe Voice Mail\*\*
- Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM BUSINESS ADVANTAGE for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers.

New and existing Business customers will be able to sign up for their choice of Term Options and optional Other Bundle Products and Services per line/account.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. New Windstream Business Advantage customers will be required to pay the Non-recurring charges, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be waived. Service will be billed in one-month increments.

Customers selecting the 12-60 month pricing agreements agree to retain their Value Business Advantage plan service for a minimum of term period. Customers disconnecting prior to the agreed term period will be subject to early termination charges per line. The early termination charge will be calculated on a per month, per line basis and will be the sum of Monthly Recurring Rates for the remaining months left on the term commitment period.

• WINDSTREAM BUSINESS ADVANTAGE PLAN

Monthly Term Rates for Band 3 Business Customers:

1 Year Term (12 Months) <u>Per Line</u>	2 Year Term (24 Months) <u>Per Line</u>	3 Year Term (36 Months) <u>Per Line</u>	4 Year Term (48 Months) <u>Per Line</u>	5 Year Term (60 Months) <u>Per Line</u>
\$33.95	\$32.95	\$31.95	\$30.95	\$29.95

- Business Line: One-Party Local Exchange Access Line.
- Other Bundle Products and Services:
  - Windstream Long Distance (per minute option only). – Business customers with 5 business lines or less on the Business Advantage Plan will include 250 State-to-State Long Distance Minutes. Business customers with 6 or more business lines on the Business Advantage Plan will include 500 State to State Long Distance Minutes. The provider of Toll services will be Windstream Southwest LD or its designee. The Terms and Conditions and rates for these bundled long distance plans can be located in Sections 5 and 3 of the Windstream Communications Southwest LD, tariffs.

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate and other Bundled Product and Service changes as indicated in its tariffs.

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

EFFECTIVE: September 7, 2012

WINDSTREAM BUSINESS ADVANTAGE PRO for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers. New and existing Business customers will be able to sign up for their choice of Term Options and optional Other Bundle Products and Services per line/account.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. New and existing Windstream Business Advantage customers will not be required to pay the Non-recurring charges, such as Primary Service Order, Subsequent Service Order, and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be waived. Service will be billed in one-month increments.

Customers selecting the 12-60 month pricing agreements agree to retain their Value Business Advantage plan service for a minimum of term period. Customers disconnecting prior to the agreed term period will be subject to early termination charges per line. The early termination charge will be calculated on a per month, per line basis and will be the sum of Monthly Recurring Rates for the remaining months left on the term commitment period.

- WINDSTREAM BUSINESS ADVANTAGE PRO PLAN

Monthly Term Rates for Band 3 Business Customers:

1 Year Term (12 Months) <u>Per Line</u>	2 Year Term (24 Months) <u>Per Line</u>	3 Year Term (36 Months) <u>Per Line</u>	4 Year Term (48 Months) <u>Per Line</u>	5 Year Term (60 Months) <u>Per Line</u>
\$38.95	\$37.95	\$36.95	\$35.95	\$34.95

- Business Line: One-Party Local Exchange Access Line.
  - Choice of up to 5 of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*
 

• Call Waiting Plus	*69 Call Return	Privacy Controller
• *66 Busy Redial	Custom Call Forwarding	Personal Alert
• Speed Dial 30	Call Block	3-Way Calling
• Custom Call Acceptance	Call Forwarding, Variable	Call Waiting ID
• Caller ID Name and Number w/ACB		Hunt
- Other Bundle Products and Services:
  - Windstream Long Distance (per minute option only) & (1-800) service. – Business customers with 5 business lines or less on the Business Advantage Plan will include 500 State-to-State Long Distance Minutes. Business customers with 6 or more business lines on the Business Advantage Plan will include 500 State-to- State Long Distance Minutes. The provider of Toll services will be Windstream Southwest LD or its designee. The Terms and Conditions and rates for these bundled long distance plans can be located in Sections 5 and 3 of the Windstream Communications Southwest LD tariffs.
  - Deluxe Voice Mail

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate and other Bundled Product and Service changes as indicated in its tariffs.

Vice President  
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EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM BUSINESS ADVANTAGE for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers.

New and existing Business customers will be able to sign up for their choice of Term Options and optional Other Bundle Products and Services per line/account.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. New Windstream Business Advantage customers will be required to pay the Non-recurring charges, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be waived. Service will be billed in one-month increments.

Customers selecting the 12-36 month pricing agreements agree to retain their Value Business Advantage plan service for a minimum of term period. Customers disconnecting prior to the agreed term period will be subject to early termination charges per line. The early termination charge will be calculated on a per month, per line basis and will be the sum of Monthly Recurring Rates for the remaining months left on the term commitment period.

- WINDSTREAM BUSINESS ADVANTAGE PLAN

Monthly Term Rates for Band 1A Business Customers:

1 Year Term (12 Months)	2 Year Term (24 Months)	3 Year Term (36 Months)
<u>Per Line Per Line</u>	<u>Per Line</u>	
\$21.95	\$19.95	\$18.95

- Business Line: One-Party Local Exchange Access Line.
- Other Bundle Products and Services:
  - Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff \*\*.

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate and other Bundled Product and Service changes as indicated in its tariffs.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM BUSINESS ADVANTAGE PRO for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers. New and existing Business customers will be able to sign up for their choice of Term Options and optional Other Bundle Products and Services per line/account.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. New and existing Windstream Business Advantage customers will not be required to pay the Non-recurring charges, such as Primary Service Order, Subsequent Service Order, and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be waived. Service will be billed in one-month increments.

Customers selecting the 12-36 month pricing agreements agree to retain their Value Business Advantage plan service for a minimum of term period. Customers disconnecting prior to the agreed term period will be subject to early termination charges per line. The early termination charge will be calculated on a per month, per line basis and will be the sum of Monthly Recurring Rates for the remaining months left on the term commitment period.

• WINDSTREAM BUSINESS ADVANTAGE PRO PLAN

Monthly Term Rates for Band 1A Business Customers:

1 Year Term (12 Months) <u>Per Line</u>	2 Year Term (24 Months) <u>Per Line</u>	3 Year Term (36 Months) <u>Per Line</u>
\$26.95	\$24.95	\$23.95

• Business Line: One-Party Local Exchange Access Line.

- Choice of up to 5 of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*
  - Call Waiting Plus
  - \*66 Busy Redial
  - Speed Dial 30
  - Custom Call Acceptance
  - Caller ID Name and Number w/ACB
  - \*69 Call Return
  - Custom Call Forwarding
  - Call Block
  - Call Forwarding, Variable
  - Privacy Controller
  - Personal Alert
  - 3-Way Calling
  - Call Waiting ID
  - Hunt

• Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff \*\*.
- Deluxe Voice Mail

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate and other Bundled Product and Service changes as indicated in its tariffs.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212



CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN II for Residential Customers <sup>(1)</sup>

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with a maximum of 3 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to, taxes and surchargers and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

▪ WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN II - Residential

Monthly Bundled Rates for Tier 1 Markets: \$24.99 (1 Line); \$34.99 (2 Line version); \$44.99 (3 Line version)

Monthly Bundled Rates for Tier 2 Markets: \$34.99 (1 Line); \$44.99 (2 Line version); \$54.99 (3 Line version)

- Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
- Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*

Class and Custom Calling Features:

- |                                   |                          |
|-----------------------------------|--------------------------|
| ○ Call Waiting Plus               | Call Waiting ID          |
| ○ 3-Way Calling                   | Call Forwarding-Variable |
| ○ Caller ID Name and Number w/ACB |                          |

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area.

(1) This service is restricted to existing customers at existing locations.

ISSUED: February 13, 2007

EFFECTIVE: March 15, 2007

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> PREFERRED PLAN for Residential Customers

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with a maximum of 5 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges including, but not limited to, taxes and surchargers and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

- WINDSTREAM VALUECHOICE<sup>SM</sup> PREFERRED PLAN - Residential  
Monthly Bundled Rates for Tier 1 Market: \$29.99 (1 Line); \$39.99 (2 Line version); \$49.99 (3 Line version)  
  
Monthly Bundled Rates for Tier 2 Market: \$39.99 (1 Line); \$49.99. (2 Line version); \$59.99 (3 Line version)
  - Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
  - Choice of any of the 5 following Class and Custom Calling Features and/or Other Bundle Product and Services per Line\*\*
    - Eligible Class and Custom Calling Features:

○ Call Waiting Plus	Auto Call Return
○ Distinctive Ring	Auto Busy Redial
○ Custom Call Forwarding	Personal Alert
○ Speed Dial 30	Call Block
○ 3-Way Calling	Custom Call Acceptance
○ Caller ID Name and Number w/ACB	Call Forwarding, Variable
○ Call Waiting ID	
- Other Bundle Products and Services:
  - Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff\*\*.
  - Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area. Voice Mail (VM) and Inside Wire Maintenance (IWM) can be added by the customer on an individual basis at no additional charge to the customer.

Vice President  
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EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN for Residential Customers  
Terms and Conditions

For Windstream Communications Southwest (Windstream) new and existing Residential customers.

New and existing Residential customers will be able to sign up for a Bundled Package that includes a maximum of 3 lines with an unlimited choice of eligible Features and Other Bundle Products and Services per line.

The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.

The Unlimited Long Distance service portion of the bundled service plan is available for residential customer non-business domestic direct dialed voice use only. WINDSTREAM Unlimited Long Distance cannot be used for long distance access to the Internet, fax machines, data devices, chat room calls, 900 or 976 type numbers, telemarketing, mass communication, autodialing, or commercial use purposes. If any violation of this plan's terms and conditions are identified, the Company may apply a surcharge up to \$500 and may remove the Unlimited plan without prior notice to the Customer, and convert the Customer to another plan. WINDSTREAM Long Distance reserves the right to discontinue service to customers on the Unlimited plan that are determined to have long distance calling patterns that are atypical of normal residential usage. If the Company determines that usage is not consistent with typical residential Customer usage, the Customer may be subject to discontinuation of this service, a surcharge or offered an alternative plan at the Company's sole discretion. If a customer's usage exceeds 3,000 minutes of toll usage in any month, the Residential Customer shall be presumed to be in violation of the applicable restrictions and it shall be the responsibility of the Residential Customer to demonstrate to the Company that the usage was not in violation of any of the restrictions.

By subscribing to the bundled unlimited long distance service plan, the customer acknowledges the above procedure for unauthorized use of the service, and for violating the terms and conditions of the service offering.

To impress upon the customer that the long distance service is for residential voice application only, the customer will be advised of the requirements of the plan four (4) different times during the purchasing process by:

- Significant exposure in marketing materials.
- Specific scripting to the customer at the time the sale is closed.
- Second validation with the customer during the third party verification process (recorded).
- Special page insert into Windstream's Welcome Letter focusing on the requirements of the plan and specifically the data issue.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges, and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary Service Order and Line Connection Charges. For Windstream existing customers, the Subsequent Service Order and Line Connection charges will be permanently waived. Service will be billed in one-month increments.

Customers selecting the 12-month agreement pricing agree to retain their Value Choice plan service for a minimum of 12 months. Customers disconnecting prior to the agreed 12 months will be subject to a \$100.00 early termination charge. The early termination charge applies when a customer removes their ValueChoice plan prior to the expiration of their commitment period.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN for Residential Customers (Continued)

- WINDSTREAM VALUECHOICE<sup>SM</sup> UNLIMITED PLAN - Residential  
Monthly Bundled Rates for Tier 1: \$49.99 (1 Line); \$59.99(2 Line version); \$69.99 (3 Line version)  
  
Monthly Bundled Rates for Tier 2: \$59.99 (1 Line); \$69.99 (2 Line version); \$79.99 (3 Line version)
  - Residential Line(s) – Maximum of 3 Lines per Bundle at a single location (3 Local Exchange Access Lines)
  - Unlimited choice on any of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*  
  
Class and Custom Calling Features:
    - Call Waiting Plus
    - Distinctive Ring
    - Custom Call Acceptance Number w/ACB
    - Personal Alert
    - 3-Way Calling
    - Call Block
    - Speed Dial 30
    - Auto Call Return
    - Auto Busy Redial
    - Custom Call Forwarding
    - Call Waiting ID
    - Caller ID Name and
    - Call Forwarding, Variable
- Other Bundle Products and Services:
  - WINDSTREAM UNLIMITED LONG DISTANCE: The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff.
  - Privacy Controller\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area. Voice Mail (VM) and Inside Wire Maintenance (IWM) can be added by the customer on an individual basis at no additional charge to the customer.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN II for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers.

New and existing Business customers will be able to sign up for a Bundled Package that includes a maximum of 3 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges, and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary & Secondary Service Order and Line Connection Charges. Service will be billed in one-month increments.

▪ WINDSTREAM VALUECHOICE<sup>SM</sup> ESSENTIALS PLAN II - Business

Monthly Bundled Rates – Tier 1 Market: \$34.99

Monthly Bundled Rates – Tier 2 Market:

\$44.99

- Choice of up to 3 of the following Class and Custom Calling Features and/or Other Bundle Product and Services\*\*

Class and Custom Calling Features:

- Call Waiting Plus
- 3-Way Calling
- Caller ID Name and Number w/ACB
- Call Waiting ID
- Call Forwarding-Variable Hunt

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff \*\*.

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area.

Vice President  
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EFFECTIVE: September 7, 2012

CENTRAL OFFICE SERVICES

WINDSTREAM VALUECHOICE<sup>SM</sup> PREFERRED PLAN for Business Customers

For Windstream Communications Southwest (Windstream) new and existing Business customers.

New and existing Business customers will be able to sign up for a Bundled Package that includes a maximum of 5 eligible Features and Other Bundle Products and Services per line.

All applicable Intrastate/Interstate and Local Exchange tariff charges, including but not limited to taxes and surcharges, and any Federally tariffed charges such as the Federal Universal Service Fund Charge (FUSF) and the End User Subscriber Line Charges are required to be paid by the customer for each bundle. For those new Windstream customers who choose to retain this package for a minimum of 90 days, the Non-recurring charges will be waived, such as Primary & Secondary Service Order and Line Connection Charges. Service will be billed in one-month increments.

▪ WINDSTREAM VALUECHOICE<sup>SM</sup> PREFERRED PLAN - Business

Monthly Bundled Rates – Tier 1 Market: \$39.99

Monthly Bundled Rates – Tier 2 Market: \$49.99

- Choice of any of the 5 following Class and Custom Calling Features and/or Other Bundle Product and Services per Line\*\*

Eligible Class and Custom Calling Features:

- |                                   |                           |
|-----------------------------------|---------------------------|
| ○ Call Waiting Plus               | Auto Call Return          |
| ○ Distinctive Ring                | Auto Busy Redial          |
| ○ Custom Call Forwarding          | Personal Alert            |
| ○ Speed Dial 30                   | Call Block                |
| ○ 3-Way Calling                   | Custom Call Acceptance    |
| ○ Caller ID Name and Number w/ACB | Call Forwarding, Variable |
| ○ Call Waiting ID                 | Hunt                      |

Other Bundle Products and Services:

- Windstream Long Distance (per minute option only). The provider of both the Local and Toll Services will be Windstream Communications Southwest (Windstream) and Windstream Southwest LD or its designee. The rates for the intrastate Long Distance can be located in the Long Distance Message Toll Tariff for Windstream Communications Southwest. The rates for all other Toll can be located in the Windstream Southwest LD tariff \*\*.
- Deluxe Voice Mail\*\*
- Inside Wire Maintenance\*\*

This service cannot be used to qualify the customer for any other regularly tariff feature package and all other tariffed discounts do not apply. The bundled rates are subject to access line rate changes.

\*\*Upon Availability for each serving area. Voice Mail (VM) and Inside Wire Maintenance (IWM) can be added by the customer on an individual basis at no additional charge to the customer.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

WINDSTREAM CONNECT PACKAGES for Residential Customers \*\*

1. Windstream Connect Unlimited Package \*

The Windstream Connect Unlimited Package will provide residential customers with a bundle that includes residential one-party service with Touch Tone, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, 3-Way Calling, Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, Anonymous Call Rejection, and the option of Ring Plus (where available) for a flat monthly rate. In order to be eligible for the bundle, customers must also subscribe to Windstream Communications, Inc.'s unlimited nationwide long distance calling plan. The International and Latin America discount plans are also included with this bundle

Residential Monthly Rate, Tier 1	\$24.99
Residential Monthly Rate, Tier 2	\$34.95

This bundle is not available to Lifeline customers.

An additional discount of \$5.04 is available when purchased with Windstream's Broadband Service.

2. Windstream Connect 2 Package \*

The Windstream Connect 2 Package will provide residential customers with a bundle that includes residential one-party service with Touch Tone, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, 3-Way Calling, Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, Anonymous Call Rejection, and the option of Ring Plus (where available) for a flat monthly rate. In order to be eligible for the bundle, customers must also subscribe to Windstream Communications, Inc.'s two (2) hour nationwide long distance calling plan. The International and Latin America discount plans are also included with this bundle.

Residential Monthly Rate, Tier 1	\$23.95
Residential Monthly Rate, Tier 2	\$28.95

This bundle is not available to Lifeline customers.

An additional discount of \$2.00 is available when purchased with either Windstream's Broadband or Digital TV Services (discount of \$4.00 when purchase with both)

3. Windstream Connect Basic Package \*

The Windstream Connect Basic Package will provide residential customers with a bundle that includes residential one-party service with Touch Tone, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, 3-Way Calling, Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, Anonymous Call Rejection, and the option of Ring Plus (where available) for a flat monthly rate. In order to be eligible for the bundle, customers must also be presubscribe to a Windstream Communications, Inc.'s nationwide long distance calling plan. The International and Latin America discount plans are also included with this bundle.

Residential Monthly Rate, Tier 1	\$23.00
Residential Monthly Rate, Tier 2	\$28.00

This bundle is not available to Lifeline customers.

\* The Non-Recurring Service Connection Charges will be waived for residential customers in the Ashland, Broken Arrow, Coweta, Snug Harbor, Stroud, and Wagoner exchanges who take Windstream Connect Unlimited, Windstream Connect 2 Package, or the Windstream Connect Basic Package above with either Windstream Broadband or Digital TV Services or both and that commit to a minimum of one year of service with that plan.

\*\* These packages are grandfathered and only available to existing customers at existing locations.

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

CENTRAL OFFICE SERVICES

AF. Essentials Package for Residential Customers

Essentials Package includes:

Caller ID Deluxe	Call Forwarding
Enhanced Call Waiting	Call Return
Caller ID on Call Waiting	Repeat Dial
Selective Call Rejection	3-Way Calling
Selective Call Acceptance	Speed Calling 30
Preferred Call Forwarding	Call Selector
Anonymous Call Rejection	

Monthly Rate  
\$15.95

AG. Caller ID Package for Residential Customers

Caller ID Package includes:

Enhanced Call Waiting  
Caller ID Deluxe  
Caller ID on Call Waiting  
Call Return

Monthly Rate  
\$12.95

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EFFECTIVE: September 7, 2012



CENTRAL OFFICE SERVICES

AH. The following feature packages will be available to Business Customers in all exchanges:

- A. Basic Caller ID Package – \$12.99  
Includes Caller ID Name & Number and Call Waiting Plus  
with two of five Optional Features.

Optional Features

Call Forwarding  
Call Return  
Busy Redial  
Speed Dial 8  
3-Way Calling

- B. Caller ID Premium Package – \$16.99  
Includes Caller ID Name & Number and Call Waiting Plus  
with four of seven Optional Features.

Optional Features

Anonymous Call Block  
Call Forwarding  
Call Waiting Caller ID  
Call Return  
Busy Redial  
Speed Dial 30  
3-Way Calling

- C. Caller ID Ultimate Package – \$20.99  
Includes the Following Features:

Anonymous Call Block  
Call Forwarding  
Call Forward Busy  
Call Forward No Answer  
Caller ID Name & Number  
Call Waiting Caller ID  
Call Return  
Personal Alert  
Basic Voice Mail \*

3-Way Calling  
Call Waiting Plus  
Custom Call Forwarding  
Busy Redial  
Custom Call Acceptance  
Call Block  
Speed Dial 30  
Stutter Dial Tone

CENTRAL OFFICE SERVICES

AI. Simple Broadband Bundle

This bundled offering includes Limited Local Measured Service (LLMS) bundled with Windstream Communications, Inc.'s Broadband and Internet Service. This bundle is available to customers in all exchanges within the Company where technically available.

Limited Local Measured Service (LLMS) provides a one-party access line with certain limitations. Specifically, LLMS will allow outgoing 911 and other abbreviated dialing calls, including 411, unlimited incoming calls, calls to the operator dialed as 0-, and dial around toll calls. LLMS will block all outgoing 1+ toll calls and all per use custom calling features. Outbound calls within the local and extended area service calling area will be allowed and will be charged a per minute rate as shown below. LLMS is only available when purchased as part of this bundle. Service Charges as found in Section 6 will be waived for this bundle.

(C)

Residential Monthly Rate	\$10.00 *
Business Monthly Rate	\$20.00 *
Per Minute Rate	\$.10

\* Internet is a non-regulated service and is not included in the bundled rate. This bundle is available where technically feasible.

EFFECTIVE: September 7, 2012

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CENTRAL OFFICE SERVICES

AJ. Windstream MyLine

This bundled service offering is available to residential customers. This bundle includes two residential one-party access lines, a feature package on one residential one-party access line, and Caller ID Deluxe, Call Waiting, and Three-Way Calling on the second one-party access line.

Non-recurring Service Charges (as found in Section 6 of these terms of service) may be waived for this bundle. Customers who subscribe to this bundle will receive one free jack at the time of installation.

.	Feature Package Included in MyLine **	RB1	RB1A	RB2	RB3	RB4
		<b>MyLine Bundle Rate</b>				
1.	Essentials Package	\$ 41.60	\$ 39.60	\$ 42.70	\$ 43.36	\$ 42.36
2.	Caller ID Package	\$ 38.60	\$ 36.60	\$ 39.70	\$ 40.36	\$ 39.36
3.	Windstream Connect Unlimited ***	\$ 44.99 (I)	\$ 34.99 (I)	\$ 44.99 (I)	\$ 44.99 (I)	\$ 34.99 (I)
4.	Windstream Connect 2 ***	\$ 38.94	\$ 33.94	\$ 38.94	\$ 38.94	\$ 33.94
5.	Windstream Connect Basic ***	\$ 37.99	\$ 32.99	\$ 37.99	\$ 37.99	\$ 32.99
6.	ValueChoice Unlimited LD Plan II	\$ 69.94		\$ 69.94	\$ 64.94	\$ 53.94
7.	ValueChoice Unlimited LD Plan III	\$ 69.94	\$ 69.94	\$ 69.94	\$ 69.94	\$ 69.94
8.	Value Plus Unlimited	\$ 72.51		\$ 74.61	\$ 74.94	
9.	ValueChoice Essentials Plan	\$ 48.94		\$ 49.94	\$ 39.94	
10.	ValueChoice Essentials Plan II ***	\$ 44.98	\$ 34.98	\$ 44.98	\$ 44.98	\$ 34.98
11.	ValueChoice Preferred Plan	\$ 49.98	\$ 39.98	\$ 49.98	\$ 49.98	\$ 39.98
12.	Value Choice Unlimited Plan	\$ 69.98	\$ 59.98	\$ 69.98	\$ 69.98	\$ 59.98
13.	ValueChoice Unlimited Plan I	\$ 53.94		\$ 54.94	\$ 44.94	
14.	Connect Unlimited II Bundle	\$ 34.98	\$ 34.98	\$ 34.98	\$ 34.98	\$ 34.98
15.	Connect Flex*** and Connect Flex II Bundle	\$ 36.03	\$ 36.03	\$ 36.03	\$ 36.03	\$ 36.03
16.	Connect Select Bundle	\$ 29.99	\$ 29.99	\$ 29.99	\$ 29.99	\$ 29.99

\* Internet is a non-regulated service and is included in the bundled rate. This bundle is available where technically feasible.

\*\* Description of Feature Packages included in MyLine Bundle can be found in Section 9.

\*\*\* For Feature Packages that are currently grandfathered, only customers currently subscribing to those grandfathered packages will be allowed to purchase the MyLine Bundle with the grandfathered feature package included as part of the bundle.

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CENTRAL OFFICE SERVICES

AK. Business Connect SB Bundle \*

This bundled service offering is available to new or existing business customers with single-line business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a single line business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Business Monthly Rate, Tier 1	\$49.99**
Business Monthly Rate, Tier 2	\$69.99**

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. The second and third access lines will be billed at the tariffed business one-party rate, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Southwest Long Distance, L.P. Business Connect SB Bundle Long Distance Plan.

Term Discounts for the Business Connect SB Bundle are also available. An early termination fee will apply for customers who terminate before the end of their one-year or three-year term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$10.00 off of the package rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment: Customers who agree to keep the service for a minimum of three years will receive a discount of \$15.00 off of the package rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 6 of these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. This plan is grandfathered and is only available to existing customers at existing locations.

\*\*Tier 1 exchanges for this bundle include Broken Arrow, Coweta, Prague, Purcell, Snug Harbor, Stroud, & Wagner, Remaining exchanges are Tier 2 exchanges.

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CENTRAL OFFICE SERVICES

AL. Connect Essentials Residential Bundle

This bundled service offering is only available to new or existing residential customers in the Broken Arrow, Cowetta, Wagoner, and Snug Harbor exchanges.

This offering includes a one-party residential access line plus the following features:

Caller ID Name & Number	Call Forwarding
Call Waiting Plus	Call Return
Call Waiting ID	Repeat Dial
Selective Call Rejection	3-Way Calling
Selective Call Acceptance	Speed Calling 30
Preferred Call Forwarding	Call Selector
Anonymous Call Rejection	

Residential Monthly Rate \$20.00 \*

To qualify for this service, customers must also subscribe to Windstream's 1.5M or higher Broadband Service. If any required component of the service bundle is discontinued, the rate above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

The non-recurring Service Charges, as shown in Section 6 of these terms of service, will be waived when customers subscribe to this bundle.

\* This service is grandfathered and only available to existing customers at existing locations, beginning October 10, 2007

CENTRAL OFFICE SERVICES

AM. Connect Unlimited II Bundle \*

This bundle consists of one Residential One-Party Access Line, Caller ID Name & Number, Call Waiting, Cancel Call Waiting, Call Waiting ID, Automatic Call Return, Automatic Busy Redial, Three-Way Calling Speed Calling 30, Call Forwarding, Call Block, Custom Call Acceptance, Personal Alert, Custom Call Forwarding, and Anonymous Call Block. This bundle is offered only in combination with Windstream Southwest Long Distance, L.P.'s Connect Unlimited nationwide long distance calling plan and International Discount plan.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$5.00 is available when purchased with Windstream's DSL Service.

Monthly Residential Rate	\$24.99
--------------------------	---------

Customers who have the Connect Unlimited II Bundle with Windstream's Connect Unlimited Long Distance and Windstream's DSL Service will have the option of purchasing a second access line with the bundle for an additional \$9.99 per month.

AN. Connect Flex Bundle \* \*\*\*

This bundle consists of one Residential One-Party Access Line, Caller ID Name & Number, Call Waiting, Cancel Call Waiting, Call Waiting ID, Automatic Call Return, Automatic Busy Redial, Three-Way Calling Speed Calling 30, Call Forwarding, Call Block, Custom Call Acceptance, Personal Alert, Custom Call Forwarding, and Anonymous Call Block. This bundle is offered only in combination with Windstream Communications, Inc.'s Flex nationwide long distance calling plan and International Discount plan.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$2.00 is available when purchased with Windstream's DSL Service.

Monthly Residential Rate	\$27.04
--------------------------	---------

AO. Connect Select Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Enhanced Call Waiting, and Caller ID on Call Waiting. This bundle is available to residential customers in competitive service areas\* within the company.

Monthly Residential Rate	\$20.00
--------------------------	---------

To qualify for this service, customers must also subscribe to Windstream's 1.5M or higher Broadband Service and Internet Service. If any required component of the service bundle is discontinued, the rate above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*The nonrecurring Service Charges, as found in Section 6 of this tariff, will be waived for qualifying residential customers in the Broken Arrow, Cowetta, Meeker, Snug Harbor, Stroud, Tecumseh, and Wagoner exchanges who take the Connect Unlimited II Bundle or the Connect Flex Bundle above with either Windstream Broadband or Digital TV Services or both and that commit to a minimum of one year of service with that plan.

\*\* Competitive Service Areas are defined as any area within Windstream's authorized service territory where a carrier other than Windstream offers voice services.

\*\*\* This bundle is only available to existing customers at existing locations.

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**CENTRAL OFFICE SERVICES**

**AP. Business Win-Back Discount**

This Business Win-Back Discount Plan is only available to business customers with four or more business access lines at a single location. To be eligible for this plan the customer must have left the Company to receive phone service from a competitor and is now agreeing to have those services provided by Windstream.

Customers who want the Win-Back Discount Plan must agree to keep the service for a specified length of term ranging from one to five years. The customer's access lines, features and/or packages will be billed at the regular tariffed rate. The Win-Back Discount Plan provides a \$20.00 credit on the customer's total bill each month for the life of the agreed upon term.

Customers who disconnect service prior to the end of their term agreement may be assessed an early termination penalty/fee as outlined in the agreement.

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CENTRAL OFFICE SERVICES

AQ. **Business Connect SB Unlimited Bundle \***

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Rotary Hunt	Basic Voice Mail

Business Monthly Rate, Tier 1	\$44.99 **
Business Monthly Rate, Tier 2	\$64.99 **

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. The second and third access lines will be billed at the tariffed business one-party rate, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Southwest Long Distance, L.P. Business Connect SB Bundle Unlimited Long Distance Plan for all access lines.

This bundle requires a one-year term commitment. Customers who agree to a three-year term commitment will receive a discount of \$5.00 off of the package rate shown above. Also, the non-recurring Service Charges, as described in Section 6 of these terms of service, will be waived for customers who agree to the three-year term commitment. An early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three-year term commitment.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. This bundle is grandfathered and is only available to existing customers at existing locations.

\*\*Tier 1 exchanges for this bundle include Broken Arrow, Coweta, Prague, Purcell, Snug Harbor, Stroud, & Wagner, Remaining exchanges are Tier 2 exchanges.

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**WINDSTREAM COMMUNICATIONS SOUTHWEST OKLAHOMA LOCAL TERMS OF SERVICE**

Cause No.PUD 200800083

Order No.

SECTION 9

Original Sheet No. 118

**CENTRAL OFFICE SERVICES**

AR. Broadband Plus Bundle \*

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Enhanced Call Waiting, and Caller ID on Call Waiting. This bundle also includes Windstream unlimited nationwide long distance and any speed Broadband and Internet Service, 1.5 Mb or higher provided by Windstream. This bundled service offering is only available to new or existing residential customers in the Broken Arrow, Cowetta, Wagoner, and Snug Harbor exchanges, that are new subscribers to the Broadband and Internet Service provided by Windstream.

Monthly Rate, 1<sup>st</sup> 12 Months of Service \$49.99

After 12 Months of Service the rates will be as follows depending on the Broadband speed.

Monthly Rate with 1.5 Mb Broadband	\$54.99
Monthly Rate with 3 Mb Broadband	\$59.99
Monthly Rate with 6 Mb Broadband	\$64.99
Monthly Rate with 12 Mb Broadband	\$69.99

The non-recurring Service Charges, as shown in Section 6 of these terms of service, will be waived when customers subscribe to this bundle.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

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**CENTRAL OFFICE SERVICES**

AS. Connect Flex II Bundle \*

This bundle consists of one Residential One-Party Access Line, Caller ID Name & Number, Call Waiting, Cancel Call Waiting, Call Waiting ID, Automatic Call Return, Automatic Busy Redial, Three-Way Calling Speed Calling 30, Call Forwarding, Call Block, Custom Call Acceptance, Personal Alert, Custom Call Forwarding, and Anonymous Call Block. This bundle is offered only in combination with Windstream Communications, Inc.'s Flex nationwide long distance calling plan and International Discount plan.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$5.00 is available when purchased with Windstream's DSL Service.

If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

Monthly Residential Rate \$27.04

\*The nonrecurring Service Charges, as found in Section 6 of this tariff, will be waived for qualifying residential customers in the Broken Arrow, Cowetta, Meeker, Snug Harbor, Stroud, Tecumseh, and Wagoner exchanges who take the Connect Flex II Bundle above with either Windstream Broadband or Digital TV Services or both and that commit to a minimum of one year of service with that plan.

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CENTRAL OFFICE SERVICES

AT. Business Connect SB Bundle III \*\*

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$49.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.990 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to either 1) the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan or 2) both the Windstream Communications, Inc.'s Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). Customers who qualify for the Business Connect SB III Plan by having the Unlimited Long Distance Plan combined with Broadband will also receive a \$4.99 reduction off of the Business Connect SB III rate shown above. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Business Connect SB Bundle III are also available. An early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three-year term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$5.00 off of the bundle rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment:: Customers who agree to keep the service for a minimum of three years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 4.3 of these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* The bundle above is grandfathered and is only available to existing customers at existing locations.

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CENTRAL OFFICE SERVICES

AU. Business SOHO Communications Bundle \*\*

This bundled service offering is available to new or existing business customers. This offering includes two business access lines plus Caller ID Deluxe.

Business Monthly Rate \$59.99 \*

This bundled package is for small business customers. To qualify for this bundle, customers must also subscribe to the Windstream Southwest Long Distance, LP's Business SOHO Unlimited Long Distance Plan and 1.5MB Broadband (or higher speed), and must purchase a 2-line phone and wireless networking system from Windstream (available either at a flat one-time rate or on a monthly basis). (The rate shown above includes only the access line and feature portion of the full bundled rate and does not include long distance, broadband, or equipment.)

The customer must commit to subscribe to this bundle for no less than 3 years.

\* Customers in the Broken Arrow, Coweta, Haskell, Stroud, and Wagoner exchanges will receive a \$15.00 discount off of the price of the bundle. This discount is being offered to meet competitive pressures.

\*\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

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Cause No.  
Order No.

CENTRAL OFFICE SERVICES

AV. Business Connect SB Bundle ETF \*\*

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Business Monthly Rate	\$49.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.990 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to either 1) the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan or 2) both the Windstream Communications, Inc.'s Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). Customers who qualify for the Business Connect SB ETF Plan by having the Unlimited Long Distance Plan combined with Broadband will also receive a \$4.99 reduction off of the Business Connect SB ETF rate shown above. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Business Connect SB Bundle ETF are also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their one-year or three-year term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$5.00 off of the bundle rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment:: Customers who agree to keep the service for a minimum of three years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 4.3 of these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* This bundle is grandfathered and is only available to existing customers at existing locations.

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Cause No.  
Order No.

SECTION 9  
Original Sheet No. 123

CENTRAL OFFICE SERVICES

AW. Windstream Business Bundle - Unlimited Plan \*

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$49.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

A Term Discount for the Windstream Business Bundle - Unlimited Plan is also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of three years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* This bundle is grandfathered and is only available to existing customers at existing locations

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CENTRAL OFFICE SERVICES

AX. Windstream Competitive Business Bundle - Unlimited Plan \*\*

This bundled service offering is available to new or existing business customers in the Broken Arrow, Coweta, Haskell, Stroud, and Wagoner exchanges with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$39.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

A Term Discount for the Windstream Competitive Business Bundle - Unlimited Plan is also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$20.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* This bundle is grandfathered and is only available to existing customers at existing locations

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Cause No.  
Order No.

SECTION 9  
Original Sheet No. 125

CENTRAL OFFICE SERVICES

AY. Windstream Business Bundle, Flex Plan \*\*

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$54.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Windstream Business Bundle – Flex Plan are also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two--year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* This bundle is grandfathered and is only available to existing customers at existing locations

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CENTRAL OFFICE SERVICES

AZ. Windstream Competitive Business Bundle, Flex Plan \*\*

This bundled service offering is available to new or existing business customers in the Broken Arrow, Coweta, Haskell, Stroud, and Wagoner exchanges with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$49.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Windstream Competitive Business Bundle – Flex Plan are also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$25.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in these terms of service, will be waived.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

\*\* This bundle is grandfathered and is only available to existing customers at existing locations

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Order No.

CENTRAL OFFICE SERVICES

BA. Windstream Small Business Bundle – Voice + Unlimited Plan

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$39.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Customers must agree to a Two-Year Term Commitment with this bundle. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

Cause No.  
Order No.

CENTRAL OFFICE SERVICES

BB. Windstream Small Business Bundle, Voice + Flex Plan

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- |                  |                           |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30             |
| Call Forward     | Call Return               |
| Repeat Dial      | Enhanced Call Waiting     |
| 3-Way Calling    | Caller ID on Call Waiting |

Business Monthly Rate \$39.99 \*

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Windstream Flex 100 Plan. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Customers must agree to a Two-Year Term Commitment with this bundle. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

\* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### APPLICATION

The provisions of this section relate to intrastate special services, local exchange services and company-owned rural lines.

#### GENERAL

A special construction, installation and/or termination charge may be assessed as provided in these terms of service to cover all or part of the costs of providing service. Construction charges are applicable under certain conditions as hereinafter set forth and are in addition to other charges specified in these terms of service. Construction charges are payable when quoted by the Telephone Company or when billing is rendered as the Company, at its option, may require. Deposits or advance payments covering construction or termination charges may be required at the time application for service is made. No deposit will be accepted by the Telephone Company until construction charges are quoted to the applicant.

The word "cost," when used in this section, means the in-plant cost consisting of labor, materials, supervision and other overhead expenses associated with the construction. Estimated cost will be used; however, where the customer requests, actual cost will be used where practicable.

The special charges and allowances specified herein are based on average conditions and will generally enable the Telephone Company to provide service to new customers at reasonable charges without added burden to the general body of customers.

Except as otherwise provided herein, the regulations in these terms of service contemplate that the type of construction required to provide the quantity and class of service involved will be determined by the Company. The applicant may be required to pay the additional costs involved where a different type of construction than that proposed by the Company is desired.

The standard method of provision of facilities within an exchange, as outlined in the General Rules and Regulations in these terms of service, will be "exchange" facilities routed through the central office. In some instances the Division Manager can approve construction of "direct route" facilities when provision of such facilities is economically beneficial to the Company.

When an applicant is so located that it is necessary to use private right-of-way to furnish service and the Company is unable to obtain the required right-of-way without cost, the applicant is required to pay the costs incurred in securing, clearing and retaining such right-of-way.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

GENERAL (Continued)

The construction charges set forth in this section are for one (1) two-wire circuit. The charges applicable for multicircuit construction will be computed by multiplying the cost of one (1) circuit by the number of circuits requested.

The Telephone Company's obligation to furnish service is dependent upon its ability to secure and retain without unreasonable expense suitable facilities and rights-of-way; however, the Telephone Company may refuse to furnish a service having a limited demand and/or involving large capital expenditures which are deemed not in the public interest or which would place an undue burden on the general body of customers.

The special charges and allowances specified herein are based on average conditions and will generally enable the Telephone Company to provide service to new customers at reasonable charges without added burden to the general body of customers.

The customer does not obtain any rights of ownership in facilities provided by the Telephone Company. Company-Owned Rural Line Service is a type of party line service furnished the customers in certain sections outside the Base Rate Area but within the Exchange Area, the facilities being owned and maintained by the Telephone Company. The service may be two-party rural.

The Telephone Company reserves the right to connect business and residence stations on the same line.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

GENERAL (Continued)

Poles and circuits placed by the Telephone Company on private property are owned and maintained by the Telephone Company.

Additional stations may be connected at the established rates for additional service provided the maximum loop resistance and the maximum number of stations per line are not exceeded.

LINE EXTENSIONS FOR SPECIAL SERVICES AND ONE-PARTY SERVICE

Construction on Public Right-of-Way or Private Property

No construction charge is made for the provision of new plant on or along a public right-of-way or other easement within the exchange base rate area or when the customer can be served upon completion of a scheduled project budgeted by the Telephone Company.

When an applicant for service is located outside the base rate area where pole line construction or augmenting of existing facilities is required, the Telephone Company will provide the required facilities in one of the following manners:

No construction charge will apply when the customer can be served upon completion of a scheduled project budgeted by the Telephone Company or;

An allowance of one-quarter mile on public right-of-way will be made to the applicant. All reasonable costs in excess of this allowance will be borne by the applicant. Additional charges may be applicable where natural or other barriers are encountered which require undue circuitous routing or abnormal costs incurred by the Company. In those cases where the Telephone Company constructs more circuits than required by the applicant, the applicant's excess cost will be the prorate of the facilities actually used to provide his service.

The customer is required to bear the construction cost in the form of a construction charge based on an allowance of 1/10 route mile private property construction and then applying a charge of \$52.50 for each additional 1/10 route mile thereafter.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

RURAL ZONING PROVISIONS

The rural area within the Exchange Area may be divided into rural service zones in those exchanges where the size of the area warrants such treatment. Where rural zoning is in effect, the zones are outlined in the Exchange Area Map, and the monthly rates for each zone, if applicable, are included in Section 5 of these terms of service.

LINE EXTENSIONS TO RURAL AREAS

Where pole line construction or augmenting of existing facilities is required, an allowance of one-quarter mile will be made to each applicant and/or customer. The construction charge will be determined on a group basis and will be apportioned equally among all applicants in the group. The first group will include all applicants who individually or collectively could secure service without a construction charge if the construction stopped at their location. The other group or groups will include all applicants who individually or collectively could not secure service without a construction charge if the construction stopped at their location.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

LINE EXTENSIONS TO RURAL AREAS (Continued)

The period for which construction charges will be applicable to a rural line extension or rural line augmenting will be three years from the date service is first established on the project. When new applicants are served from the constructed facilities during the initial three-year period, the construction charge applicable to the group or groups will be refigured on the basis of the number of customers then in the group or groups provided the number of existing customers then paying a construction charge is not less than the number originally assessed a construction charge. When the construction charge is refigured, the new customer will pay his pro rata share of the construction charge for the balance of the initial three-year period, and the construction charge for existing customers will be adjusted accordingly.

When the construction charge is not to be refigured, the new customer will pay the same amount of construction charge as existing customers in the group for the balance of the initial three-year period, and the construction charge for the existing customers will not be affected. After expiration of the initial three-year period, the facilities will be considered as existing pole line. Facilities will be considered as existing pole line when construction is completed and full excess construction charges have been paid prior to establishing the service.

The provisions set forth above apply to facilities placed on pole lines of other companies.

Except as specifically provided in these terms of service, no construction charges paid to the Telephone Company are refundable by it.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONSTRUCTION CHARGES

Underground Facilities

Underground cable facilities will be given first consideration in new residential subdivisions as standard construction at no cost; however, the type of construction, whether aerial or underground, will be determined by the Telephone Company.

If special underground construction is requested by the customer or if underground facilities are placed under adverse conditions, the customer will bear the excess cost of such construction or provide the ditch and backfill. Excess cost is the difference between the special construction cost and the standard construction cost.

When a special type of construction is furnished to a customer, such as underground service connections, in an area normally served aerial, an additional charge is made equal to the difference between the estimated cost of the special type construction and the average cost of the standard construction. In the case of special construction, the customer is required to bear unusual maintenance costs.

Where, by ordinance or other legal requirements, existing facilities are required to be relocated underground in an area the Telephone Company would not, except for such ordinance or other legal requirements, install its facilities underground, the Telephone Company may charge the cost of such relocation to the customers (or others requiring such relocations) served by the relocated facilities.

CONSTRUCTION OF FACILITIES FOR SECRETARIAL ANSWERING BUREAUS, BURGLAR ALARM COMPANIES AND SIMILAR SERVICES

When facilities are constructed at the request of a customer for the purpose of having adequate dedicated facilities to serve their prospective patrons the following will apply:

A five-year termination contract to cover the nonrecoverable cost for providing outside plant facilities, i.e., exchange cable from the central office, cable from the terminal to the customer's premises, etc., should be executed on all new installations of F & T moves when the nonrecoverable cost exceeds \$200. When the nonrecoverable cost is \$200 or less, a termination contract will not be required.

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CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

CONSTRUCTION CHARGES (Continued)

Special Types of Construction

When a special type of construction other than those covered preceding is desired by a customer or when the individual requirements of a particular situation make the construction unusually expensive, the customer is required to bear the excess cost of such construction. Any special maintenance expense that may from time to time occur will be borne by the customer except that maintenance of buried service wire, including associated trenching where required, will be at the expense of the Telephone Company.

Rearrangements of Existing Plant

When the Telephone Company is requested to move or change existing plant for which no specific charge is quoted in these terms of service, the person at whose request such move or change is made will be required to bear the costs incurred.

Construction Required for Temporary Service

When temporary facilities are necessary to provide service, the customer will be required to pay a special charge equal to the estimated cost of the facilities in place plus the cost of removing the facilities less the salvage realized from the facilities.

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### CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

#### CHARGES FOR UNUSUAL INSTALLATIONS

##### Federal Government Installations

Facilities extended on Federal Government installations will be placed in accordance with procedures required by the particular Department of the Federal Government involved.

##### Construction in New Real Estate Developments

The construction charges, allowances and regulations previously specified in these terms of service contemplate extension of facilities into areas of normal growth and development. Where facilities are extended into new areas of real estate development which, in the opinion of the Telephone Company, are of a promotional or speculative nature, construction charges equal to all or a portion of the costs of such construction will be assessed, the amount depending upon the circumstances in each case.

Where completion of the real estate development would result in a reduction in the construction charge or in no construction charge at all, the developer may enter into a contractual agreement with the Telephone Company which will provide for a refund of all or part of the initial construction charge when the area reaches the anticipated telephone development and other terms of the contract are met. The contract will specify the estimated telephone development within the area and the time required to complete the project not to exceed three years. In accordance with the terms of the contract, the construction charge will be recomputed on the basis of regular tariff allowances and appropriate refund made to the developer.

#### SPECIAL SERVICE

When the customer requests a service arrangement which requires the installation of facilities or modification of standard facilities, for which provision is not otherwise made in these terms of service, it will be furnished, when practicable, and rated in accordance with the Special Assemblies section of these terms of service.

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FOREIGN CENTRAL OFFICE AND FOREIGN EXCHANGE SERVICE

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EFFECTIVE: September 7, 2012

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FOREIGN CENTRAL OFFICE AND FOREIGN EXCHANGE  
SERVICE

GENERAL

Foreign exchange service is the service of one exchange furnished to a customer located in the serving area of another exchange. The exchange from which the service is furnished is the foreign exchange. The exchange normally serving the area in which the customer is located is the local exchange.

The Telephone Company may furnish foreign exchange service subject to the regulations as listed, provided facilities are available, service conditions will permit and satisfactory arrangements can be made with a connecting company when such company is involved in furnishing a portion of the service.

Foreign exchange service between exchanges located wholly within the State of Oklahoma and exchanges intersected by the State line will be considered as intrastate services and come under the jurisdiction of these terms of service. Interexchange mileage will be measured as provided in the Oklahoma Intrastate Private Line Tariff.

REGULATIONS

This service is available only in connection with one-party exchange access arrangements.

The minimum contract term is one month where facilities are available. Where the provision of foreign exchange service necessitates unusual expenditure or where other special considerations are involved, the customer may be required to contract for service beyond the initial period.

Where a private branch exchange is involved and it is necessary to modify the switchboard in order to terminate the trunk, an additional charge may be made based on the cost of the modification.

Foreign exchange service is not in accord with the general plan of furnishing telephone service, and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

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FOREIGN CENTRAL OFFICE AND FOREIGN EXCHANGE  
SERVICE

REGULATIONS (Continued)

Channels are furnished subject to the condition that additional costs to the Telephone Company may be necessary to provide a type of signalling suitable for operation with the exchange from which service is furnished or to provide, at the customer's request, a type of signalling other than the type the Telephone Company would elect to furnish. In such cases, additional charges based upon the costs incurred shall apply.

The furnishing of foreign exchange service contemplates the service being furnished on a two-wire basis. In those cases requiring utilization of four-wire or equivalent in order to provide satisfactory service, the mileage charges will be computed based on two circuits.

The exchange pricing mileage is the airline distance (fractional miles being considered as full miles) between the central offices of the exchanges involved.

RATES

The monthly rate for the exchange service portion of each foreign exchange service, whether furnished from an exchange of this Telephone Company or a connecting company, is the regular monthly rate for the appropriate class of service for foreign exchange access applicable within the base rate area of the serving foreign exchange, plus interexchange charges set out in the Oklahoma Intrastate Private Line Tariff.

The monthly rates for interexchange mileage, interexchange channel terminal and Point of Termination in two exchanges are contained in the Oklahoma Facilities for State Access Tariff. Interexchange mileage is measured V&H (airline mileage) from rate center to rate center.

Detached additional exchange access may be associated with foreign exchange service. Detached additional exchange access is located in an exchange other than the exchange where main station service terminates. When a detached additional telephone is associated with foreign exchange service, regular local FX channel mileage charges in Section 8 apply from the central office to the customer location in each exchange.

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FOREIGN CENTRAL OFFICE AND FOREIGN EXCHANGE  
SERVICE

FOREIGN CENTRAL OFFICE SERVICE

GENERAL

Foreign central office service is service furnished from one central office of a multioffice exchange to a customer located in the serving area of another central office of that same multioffice exchange.

When facilities are available and service conditions will permit, the Telephone Company may furnish foreign central office service subject to the regulations below.

REGULATIONS

Foreign central office service is furnished only on a one-party, manual trunk, and automatic trunk exchange access arrangement.

If transmission and signaling conditions permit, additional exchange access within the local exchange area may be connected to an individual line at the applicable additional exchange access rate in the local exchange area.

"Detached" additional exchange access may be associated with foreign central office service and must be located in the serving exchange with full access to the service. The serving exchange is the exchange in which the central office switching facilities are located.

Use of service, as defined in the "General Rules and Regulations" section of these terms of service, also applies to the use of foreign central office service.

Foreign central office service is not in accord with the general plan of furnishing telephone service, and will be furnished only under special conditions where the service is warranted by the circumstances involved. The Telephone Company does not obligate itself to furnish this service, particularly where it involves undue expense or impairment of the service furnished the general public.

If facilities are not available and unusual expenditures are involved in making them available, the customer may be required to pay an additional charge to cover the unusual expenditures or to contract for service beyond the initial period, or both.

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FOREIGN CENTRAL OFFICE AND FOREIGN EXCHANGE  
SERVICE

FOREIGN CENTRAL OFFICE (FCO) SERVICE

C. RATES AND CHARGES

1. SERVICE CHARGES - Applicable service charges, in Section 6 of these terms of service, associated with the appropriate class of service.
2. MONTHLY RATES - In addition to the appropriate exchange network access rates associated with the class of service, Special Transport Charges will be billed for the mileage between the foreign central office providing the telephone number and the customer's serving end office. See Windstream Facilities for State Access Tariff, Section 5 for Special Transport charges.

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WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD200600242  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 12  
Original Sheet No. 1

RESERVED FOR FUTURE USE

EFFECTIVE: September 7, 2012

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TELEPHONE CONCESSION SERVICE

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## TELEPHONE CONCESSION SERVICE

### GENERAL

The Telephone Company, upon proper official approval, will grant concession service in connection with certain telephone service. This service may be classified as Official Service and Employee Concession Service.

### OFFICIAL SERVICE

Official Service is service furnished for the conduct of the Company's business, and is generally furnished through stations located in offices of the Company, or in residences of employees or agents whose duties require that they be readily accessible to call at any time. Official Service is furnished at 100% concession rate on all service and on all service charges.

### EMPLOYEE CONCESSION SERVICE

Employee Concession Service may be allowed in connection with residence service furnished at the residences of active employees of the Company and retired employees of the Company.

### ELIGIBILITY

This service is available to all regular, salaried and hourly employees (hereafter called "Regular Employees") of the Company, both full time and part-time after employee has met waiting period restrictions.

Temporary and occasional employees are not eligible.

Regular employees who are approved for long-term disability insurance will continue to receive the same concession service they had in effect at the time LTD benefits commenced for as long as they are receiving LTD benefits.

For employees in Concession Groups, eligibility begins 30 days after the first day of employment.

### PROVISIONS OF CONCESSION

Account listing in the name of the employee is required.

Concession rates are granted for residence service at one location only, which must be the employee's principal place of residence.

Only one concession service will be allowed for Company employees who are spouses living at the same residence. If children living at the same residence are also Company employees, both parties will be allowed concession service.

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TELEPHONE CONCESSION SERVICE

EMPLOYEE CONCESSION SERVICE (Continued)

The following services are not included for concession service consideration: Vacation Service; Foreign Exchange Service; excess mileage charges; Switched System Service; Non-switched System Service.

PROVISIONS OF EMPLOYEE CONCESSION

All concession services are subject to directory listing in the name of the employee or retiree. Concession service is granted for residence service only at the employee's or retiree's principal place of residence.

CONCESSION RATE AMOUNT

Telephone concession groups for employees whose local telephone service are provided in a WINDSTREAM Exchange:

<b>Employees Groups</b>	<b>Concession Amount Will Apply to:</b>
Bargaining Employees	50% Concession on: <ul style="list-style-type: none"><li>• Local monthly service charge on one primary line.</li><li>• One of the following Bundle Plans<sup>1</sup>: Windstream Value Plans Windstream Value Plus Plans Windstream Total Value Plans</li></ul>
Non-Bargaining Employees	100% Concession on: <ul style="list-style-type: none"><li>• Local monthly service charge on one primary line.</li><li>• One of the following Bundle Plans<sup>1</sup>: Windstream Value Plans Windstream Value Plus Plans Windstream Total Value Plans</li></ul>

(1) Employees hired prior to March 1, 2002 will have the option of retaining their existing telephone concessions for a primary line or changing to one of the new Value Plans. Employees will be allowed to do so until they make changes to their existing service. Thereafter, they will be eligible for telephone concession as described above.

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TELEPHONE CONCESSION SERVICE

EMPLOYEE CONCESSION SERVICE (Continued)

EXCLUDING SERVICES

The following services are excluded for concession service consideration for any Groups:

- additional primary stations (except Children's Lines, Second Lines and Teen Lines as outlined above)
- deregulated nonrecurring charges
- vacation service
- toll calls
- extra directory listings
- foreign exchange service
- excess mileage
- additional network access mileage
- 911 surcharge
- charges to primary interexchange carrier
- automatic trunks
- manual trunks
- Voice Mail, DSL, Internet related offerings and Long Distance

PROVISIONS OF EMPLOYEE CONCESSION

All concession services are subject to directory listing in the name of the employee or retiree.

CHANGES, TERMINATION OF EMPLOYMENT, AND LEAVES OF ABSENCE .....

Moves – It is the responsibility of the employee or retiree to notify the business office of any address changes.

Name Changes – It is the responsibility of the employee to notify the business office of any name changes.

Concession Change – If an employee moves from one concession group to another, the immediate supervisor will submit a concession form from processing and give the Business Office the effective date of the change.

Terminations – When a regular employee is discharged, resigns, or is released, the immediate supervisor will notify the Business office via the concession form. Concession service will be canceled effective the first day after termination.

Retirements – When an employee retires, it is the immediate supervisor's responsibility to notify the appropriate business office of the effective date of retirement. Concession service will be cancelled effective the first day after retirement.

Layoffs – Concession service will be canceled when a regular employee is laid off. The immediate supervisor will notify the appropriate business office to discontinue concession service.

Death – In the event of death of an employee, concession service will be continued for up to 1 year.

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TELEPHONE CONCESSION SERVICE

EMPLOYEE CONCESSION SERVICE (Continued)

CHANGES, TERMINATION OF EMPLOYMENT, AND LEAVES OF ABSENCE (Cont'd)

Military Leaves of Absence – Concession service that is in effect at the time a military leave is granted will be continued at the regular employee's principle place of residence for the spouse if the spouse does not accompany the employee.

All other Leaves – Concession service in effect at the time a leave is granted will be continued at the location only as long as the employee is on authorized leave.

REIMBURSEMENT TO EMPLOYEES LIVING OUTSIDE WINDSTREAM

Employees living outside WINDSTREAM's serving area will not receive concessions unless specified by a collective bargaining agreement.

PAYMENT OBLIGATION AND COLLECTION PRACTICES

Employees are to be prompt in the payment of their telephone bills. Concession rate accounts are subject to the same commercial collection treatment as any other customer's account. Difficulty experienced in collecting employee accounts or consistent delinquency in payments will result in denial of concession rate privileges for 90 days or in habitual cases a permanent removal from concession plan.

Employees whose service is disconnected for failure to pay the bill will not be eligible for any service until all outstanding debts have been paid. Service charges for reconnecting a disconnected telephone service will not be covered by concession.

ADJUSTMENTS OR CHANGES TO EMPLOYEE ACCOUNTS

No employee should adjust or modify their own account in any way. If an employee believes their account needs adjustment or review they should go through the normal 800 number used by WINDSTREAM customers. These requests will be routed to a supervisor who will approve the adjustment and ensure that adequate notes are included on the account.

COMPLIANCE

WINDSTREAM Headquarters, to ensure compliance with tariff rules, will audit all employee accounts annually.

EFFECTIVE: September 7, 2012

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INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

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INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

The Telephone Company may enter into customer-specific contracts for services provided under this section of its tariff.

The Telephone Company shall provide a copy of the executed contract to the Director of the Public Utility Division in accordance with the requirements of the Oklahoma Administrative Code.

Rate and charges for customer-specific contracts will be on an Individual Contract Basis (ICB).

EFFECTIVE: September 7, 2012

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CUSTOM NETWORK SERVICES

CUSTOMER NAME: Broken Arrow School District  
Broken Arrow, OK

TYPE SERVICE: Ethernet - 100 Mb capability

SERVICE DESCRIPTION: Star network configuration utilizing Ethernet switches with 100 Mb capability. Service includes 100 Mb service to all 29 sites

Elementary Schools

Leisure Park  
Oakcrest  
Park Lane  
Southside  
Spring Creek  
Vandaver  
Northeast

Lynnwood  
Arrow Springs  
Arrow Head  
Indian Springs  
Country Lane  
Wolfe Creek  
Liberty  
Westwood

North Intermediate School  
South Intermediate School  
Childers Middle School  
Haskell Middle School  
Oliver Middle School  
Sequoyah Middle School  
Central Middle School  
Alternative Academy  
Broken Arrow High School  
School District Administration Building  
School District Maintenance Building  
School District Special Services Building  
School District Transportation Building  
School District Warehouse

RATES AND CHARGES:

Contract Term Agreement: 84 Month Contract

Monthly Rate for all Sites at 100Mb: \$14,000.00

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CUSTOM NETWORK SERVICES

CUSTOMER NAME: Sprint Access

TYPE SERVICE: OC-3

SERVICE DESCRIPTION: OC-3 (1.55Mb) circuit capability for Tulsa

RATES AND CHARGES: Contract Term Agreement: 24 Month Contract  
Monthly Rate for OC-3 (1.55Mb) Circuit: \$2,120.00  
Non-Recurring Charge: None

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CONCURRING TARIFFS - INTRASTATE

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EFFECTIVE: September 7, 2012

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CONCURRING TARIFFS - INTRASTATE

PRIVATE LINE SERVICES AND CHANNELS TARIFF (1)

For intrastate, intraLATA, interexchange private line services, Windstream concurs in the General Private Line Service and Channels Tariff, as filed by Southwestern Bell Telephone Company within the State of Oklahoma. Exception: High Capacity (1.544 megabits) DS1 service is provisioned and billed from the Windstream Oklahoma Facilities for State Access Tariff and certain Voice Grade Rates are listed in Section 8.

WIDE AREA TELECOMMUNICATIONS SERVICE (1)(2)(4)

Windstream concurs in the Wide Area Telecommunications Service Tariff as filed by Southwestern Bell Telephone Company within the State of Oklahoma with the following conditions. Windstream, effective April 1, 1992, concurs in Southwestern Bell's Common Line 800/888 Service. Windstream will offer Common Line 800/888 Service as Windstream Business Line 800/888 Service or Windstream Residence 800/888 Service. Due to limitations of the billing system, Windstream does not concur in the Provision of Call Detail.

The following services Windstream concurs with Southwestern Bell's Regulations and Conditions of the Wide Area Telecommunications Service Tariff with the following tariffed rates incorporated with these terms of service as follows:

OUTWARD WATS

	Monthly Rate
IntraLata Access Line	\$38.46

MEGALINK II - PREMIUM DIGITAL SERVICE (3)

Windstream concurs in the Megalink II - Premium Digital Service Tariff as filed by Southwestern Bell Telephone Company within the State of Oklahoma.

TELECOMMUNICATIONS RELAY SERVICE (5)

Windstream concurs in the Telecommunications Relay Service Tariff as filed by Southwestern Bell Telephone Company within the State of Oklahoma.

- (1) Made effective Feb. 1 1983 by authority of Cause No PUD20010033427486, Order No. 456292232154.
- (2) Made effective Sep. 20, 1985 by authority of Cause No. PUD20010033428309, Order No. 456292285023.
- (3) Made effective July 3, 1986 by authority of Cause PUD NO. 000204.
- (4) Made effective April 10, 1989, by authority of Cause PUD No. 000254, Order No. 45629233797.
- (5) Made effective November 1, 1993 by authority of Cause No. PUD200100334930001568, Order No. 456292377145.

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OBSOLETE SERVICES AND EQUIPMENT

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Subscriber-Owned Rural Line Service .....	1
Definition .....	1
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General Provisions.....	1
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## OBSOLETE SERVICES AND EQUIPMENT

### GENERAL

The services and equipment contained in this section of the tariff are obsolete and are without exception for existing services only. No service or item of equipment contained herein is to be offered as new service, moved, changed nor added to.

The Telephone Company will maintain all existing services and equipment outlined herein only as long as economically feasible. The customer will at that time be required to change to a like service at the rates specified in the applicable section of these terms of service.

### SUBSCRIBER-OWNED RURAL LINE SERVICE

#### DEFINITION

Subscriber-Owned Rural Line Service is a type of party line service furnished the subscribers in certain sections outside the Base Rate Area but within the exchange area, where the subscriber owns and maintains the line outside the Base Rate Area.

#### APPLICATION OF RATES

Monthly rates for each subscriber shall be in accordance with the schedule of subscriber-owned rural line rates shown in Section 5.

#### GENERAL PROVISIONS

The Telephone Company reserves the right to disconnect any subscriber for nonpayment of charges or violation of Company rules, regulations and practices.

The Telephone Company will connect with subscriber-owned lines at its Base Rate Area boundary. The customer shall provide, own, and maintain all lines and equipment (with the exception of instruments in common battery manual and dial exchange) outside the Base Rate Area boundary. Such lines and equipment shall be constructed in accordance with accepted construction standards.

Subscriber-owned lines shall be metallic (two-wire) circuits or their equal in the opinion of the Telephone Company. The total loop resistance for any line shall not exceed:

1200 ohms for common battery dial lines.

The maximum number of customers connected to any one (1) line shall be:

Effective December 31, 1977 no more than 4 customers on a line.

Subscriber-owned lines shall be maintained in good operating condition, and the Telephone Company specifically reserves the right to disconnect such lines and continue such discontinuance until the subscriber-owned line has been placed in good operating condition.

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OBSOLETE SERVICES AND EQUIPMENT

SUBSCRIBER-OWNED RURAL LINE SERVICE (Continued)

GENERAL PROVISIONS (Continued)

The Telephone Company and its duly authorized employees shall have the right of ingress and egress to the premises of the subscriber for the purpose of installing, maintaining, inspecting and removing its equipment. The Telephone Company and its duly authorized employees shall have the right of ingress and egress to premises of the subscriber for the purpose of inspecting lines and equipment provided by the subscriber in compliance with these regulations.

RATES

Rate Per Month

Subscriber-owned rural line individual billing \$ .40

CHANNEL FOR REMOTE OPERATION OF MOBILE RADIO SYSTEMS

Local Remote Channel, off premise,  
per ¼ mile or fraction thereof 1.00

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OBSOLETE SERVICES

	<u>Monthly Rate</u>
Extension Line Mileage	
Off-Premises	
Between points not in the same building not on the same premises, but in the same switching office area as the main exchange access line, computed airline between the main exchange access line location and the additional off premises location, per 1/4 mile or fraction thereof .....	\$ 1.85
Special Loop Treatment	
Loop Extender, each .....	5.35
VF Repeater, each .....	10.25
Long Distance Trunks	
Trunks terminating on the toll switchboard for handling long distance telephone calls for the customer .....	31.25
Concentrator - Identifier Bridging Connection	
A connection between the patron's telephone circuit and the concentrator facilities contracted by the secretarial answering bureau.	
Bridging charge per line, (1)	
Each .....	4.00

(1) The bridging charge will be billed to the telephone answering bureau's patron.

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OBSOLETE SERVICES

	<u>Monthly Rate</u>
Subscriber-owned Rural Line Individual Billing .....	\$ .40
Tie Line Mileage - Intraexchange Between points not on the same premises, per 1/4 mile or fraction thereof .....	1.80
Common Battery Service Common Battery Service (with Central Central Battery on a paired circuit) Between buildings including one point of termination at each end: On different premises, airline, 0-4/4 mile, per channel.....	13.40
Each additional 1/4 mile or fraction thereof .....	3.60
Magneto Service (Paired circuit without Central Office Battery) Between buildings including one point of termination at each end: On different premises, airline 0-4/4 miles per channel.....	7.00
Each additional 1/4 mile or fraction thereof .....	1.70

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OBSOLETE SERVICES

	<u>Monthly Rate</u>
Private Line Channels for Miscellaneous Purposes	
Intraexchange Service	
Grade I	
Simplex, Per Channel:	
0-4/4 Mile .....	\$6.25
Each additional 1/4 mile or Fraction thereof .....	1.75
Duplex:	
0-2/4 mile .....	5.20
Each additional 1/4 mile or Fraction thereof .....	2.60
Grade II	
Simplex:	
0-4/4 mile .....	7.40
Each additional 1/4 mile or Fraction thereof .....	2.00
Duplex:	
0-2/4 mile .....	5.75
Each additional 1/4 mile or Fraction thereof .....	3.00
Grade III	
Simplex:	
0-4/4 mile .....	7.65
Each additional 1/4 mile or Fraction thereof .....	2.00
Recorded Music and Speech Channels	
Channel from music station to music customer	
0-4/4 mile .....	8.00
Each additional 1/4 mile or fraction thereof .....	1.95

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OBSOLETE SERVICES

DIGITAL (ISDN) SINGLE LINE SERVICES

RATES

Home Digital (ISDN) Single Line Service

	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
Option 2 - Measured Rate		
Month-to-Month	\$200.00	\$25.00
12 Month Contract	100.00	25.00
36 Month Contract	-0-	25.00
plus applicable usage charges below		
		<u>Rate per Line</u>
Month-to-Month		\$.050 per min.
12 Month Contract		.040 per min.
36 Month Contract		.030 per min.

\*\* This material is restricted to existing customers.

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Original Sheet No. 7

OBSOLETE SERVICES

DIGITAL (ISDN) SINGLE LINE SERVICES

RATES

Business Digital (ISDN) Single Line Service

Overtime- per min		0.050
	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
Option 2 - Measured Rate Usage		
Month-to-Month	\$200.00	\$25.00
12 Month Contract	100.00	25.00
36 Month Contract	-0-	25.00
plus applicable usage charges below		
		<u>Rate per Line</u>
Month-to-Month		\$.050 per min.
12 Month Contract		.040 per min.
36 Month Contract		.030 per min.

\*\* This material is restricted to existing customers.

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DIRECTORY ASSISTANCE

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National Directory Assistance .....	3
General.....	3
Rates .....	3
Directory Assistance Call Completion .....	4
General.....	4
Rates .....	5

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## DIRECTORY ASSISTANCE

### GENERAL

The Telephone Company furnishes Directory Assistance whereby customers may request assistance in determining directory information in the same local calling area or in the same Long Distance Numbering Plan Area.

A customer request for directory assistance is any call to a directory assistance attendant.

Residential Customers receive a monthly call allowance of three calls per line and Business Customers receive a monthly call allowance of one call per line to the directory assistance attendant on a direct dial basis without additional charge. Call allowances do not apply to COCT or Coin Line Services. Customers with Centrex service served by switching equipment located on Telephone Company premises receive a monthly call allowance of one call for each group of six main stations within a system (excluding fully restricted main stations), or fraction thereof, to a directory assistance attendant on a direct dial basis without additional charge. Customers with Centex Dormitory Service served by switching equipment located on Telephone Company premises receive a monthly call allowance of one call per main dormitory station to a directory assistance attendant on a direct dial basis without additional charge.

The monthly directory assistance call allowance is not transferable between separate accounts of the same customer. No credit will be given for any unused portion of the monthly call allowance, requests for telephone numbers that are non-published or not otherwise found in the telephone directory.

A maximum of two telephone numbers may be requested per call to a directory assistance attendant.

Charges for Directory Assistance are not applicable to calls placed from customers whose physical, visual, mental or reading handicaps prevent them from using the telephone directory.

This method of excepting those handicapped customers shall be via the completion of an exemption form supplied by the Telephone Company and the Telephone Company's acceptance of that form.

Charges for Directory Assistance are not applicable to calls placed from a hospital, which has as its principal undertaking the in-patient medical or surgical care of the sick or disabled persons.

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DIRECTORY ASSISTANCE

RATES

For customer direct dialed calls to a directory assistance attendant in excess of the monthly allowance, a charge of \$.45 per call is applicable.

For all customer requests for directory assistance, which are placed to a directory assistance attendant via an operator, a charge of \$.50 per call is applicable.

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NATIONAL DIRECTORY ASSISTANCE

GENERAL

National Directory Assistance (NDA) Service provides customers with directory listings from Windstream's directory assistance database. This database makes available all Windstream listings, to any Windstream operator, along with national listings from other directory assistance provider database(s). NDA provides listings for residential, business, government, Windstream 1-800 and Windstream local emergency numbers. Included in NDA Service is Customer Name and Address (CNA) Service, which is a reverse search feature, allowing the caller to request the name and/or address associated with the complete telephone number provided by the customer to the NDA operator.

CONDITIONS

The customer may receive a maximum of two listings, per call, i.e., two NDA telephone numbers or two CNA listings or one NDA telephone number and one CNA listing.

Customers who make operator-assisted calls to National Directory Assistance Service will be charged the NDA/CNA rate plus the applicable operator assisted service charge set forth in the Windstream Long Distance Message Telecommunications Service Tariff.

The Telephone Company shall not be liable for any errors or omissions, whether arising through negligence or otherwise in the information furnished; and the customer shall indemnify and save the Telephone Company harmless against all claims (including costs and attorney's fees) that may arise from the use of such information.

The customer will have access to any in-or-out of franchise, number/address within the continental United States, Alaska and Hawaii, with the exception of nonpublished listings. When number/address is requested and the number/address is nonpublished, the only information available to the operator and requesting customer is that the number/address requested is nonpublished.

Charges for National Directory Assistance/Customer Name and Address Service are not applicable to calls placed from hospitals, or calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

National Directory Assistance and Customer Name and Address will be available where technology permits.

RATES

For each call to National Directory Assistance/  
Customer Name and Address Service.....\$1.99 (CR)

ISSUED: December 1, 2008

EFFECTIVE: January 1, 2009

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## DIRECTORY ASSISTANCE

### DIRECTORY ASSISTANCE CALL COMPLETION

#### GENERAL

Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting any number within the LATA, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling station). A charge is incurred only for answered calls.

The mechanized announcement will instruct the caller that for an additional charge, the call will automatically be completed by depressing a specific digit on the touch dial key pad. All completed calls will be charged the Directory Assistance Call Completion charge.

#### CONDITIONS

Directory Assistance Call Completion will only be furnished where facilities and operating conditions permit.

This offering provides call completion on a Local Access and Transport Area (LATA) basis.

The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

This service is furnished solely for the calling purposes of the caller.

Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of these terms of service.

When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Assistance Call Completion), the charge in these terms of service shall apply, per call. The Directory Assistance Call Completion charge is in addition to any applicable Directory Assistance and/or local usage charges. Call allowances as specified under Directory Assistance Service do not apply to Directory Assistance Call Completion.

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DIRECTORY ASSISTANCE

DIRECTORY ASSISTANCE CALL COMPLETION (Continued).....

CONDITIONS (Continued)

Calls will be completed on a sent paid basis.

Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

Directory Assistance Call Completion is not subject to optional calling plan discounts.

Directory Assistance Call Completion will not be provided to the following services:

- a. 800 Service,
- b. 976 Service,
- c. 900 Service,
- d. Customer Owned Pay Telephone Service (COPTS),
- e. Feature Group A Service,
- f. Public and Semi-Public Telephone Services, or
- g. Statewide Directory Assistance

For local calls, charges for Directory Assistance Call Completion are not applicable to calls placed by those customers whose physical or visual handicaps prevent them from using the telephone directory.

RATES

<u>Directory Assistance Call Completion</u>	<u>Charge per Call</u>
Each Call Completed	\$0.95

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WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No.  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 18  
First Revised Index Sheet No. 1  
Cancels Original Index Sheet No. 1

N-1-1 TELEPHONE SERVICE

	<u>Sheet No.</u>	
9-1-1 Service.....	1	(C)
2-1-1 Service.....	19	(C)
Abbreviated Dialing Service .....	22	(AT)

ISSUED: November 13, 2006

EFFECTIVE: December 13, 2006

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## N-1-1 TELEPHONE SERVICE

### GENERAL

9-1-1 is the three-digit telephone number designated throughout the United States as the emergency telephone number to be used by the public to obtain law enforcement, medical, fire, rescue, and other emergency services.

9-1-1 Service enables a caller dialing 9-1-1 from a station with access to the local exchange telephone network, arranged to provide 9-1-1 Service, to be automatically connected to the appropriate Public Safety Answering Point (PSAP). A PSAP is the communications facility, designated for a specific territory, to which 9-1-1 calls are routed for response. The Service, including non-regulated components, may be provided from any one of the following three categories:

B9-1-1 (or Basic 9-1-1) Service automatically routes 9-1-1 calls to a PSAP but provides no information about the location or telephone number of the caller.

C9-1-1 (or ANI-only 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number (through automatic number identification or ANI) to the PSAP attendant who answers the call. C9-1-1 Service is comprised of B9-1-1 Service plus ANI spill.

E9-1-1 (or Enhanced 9-1-1) Service automatically routes 9-1-1 calls to a PSAP and provides the calling telephone number and address, and may also provide the name of the telephone access line subscriber and the names of the Emergency Response Agencies with responsibility for the caller's location. E9-1-1 will provide a PSAP with the location of the billing or lead telephone number in cases where a nonregulated telecommunication service provider (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) has failed to provide the customer with its subscribers' names, addresses, and telephone numbers. E9-1-1 Service is comprised of C9-1-1 Service plus Automatic Location Identification (ALI) provisioning.

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N-1-1 TELEPHONE SERVICE

DEFINITION OF TERMS

Automatic Location Identification (ALI)

A feature designed to permit information regarding the location of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ALI Database

A database of ALI records containing access line subscribers' names, addresses, telephone numbers, and ESNs to be used for 9-1-1 purposes. This database, once provided to the customer, may include additional information about that location. Subscriber names may be omitted as a local option.

Alternate Routing

A feature that will route a 9-1-1 call to a location other than the primary PSAP, should some temporary condition prevent the primary PSAP from answering the call.

Automatic Number Identification (ANI)

A feature designed to permit the telephone number of the calling party to be displayed on a display screen at a PSAP when a 9-1-1 call is received.

ANI Spill

A central office generated data stream that forwards the telephone number of the calling party.

Caller

An individual who places a 9-1-1 call in order to obtain emergency assistance. May also be referred to as an end user.

Customer

Governmental unit or other entity authorized to provide 9-1-1 Service.

Default Routing

A feature activated when an incoming 9-1-1 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the 9-1-1 control office (location of the selective routing function) to a preselected PSAP.

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## N-1-1 TELEPHONE SERVICE

### DEFINITION OF TERMS (Cont'd)

#### Emergency Response Agency

For the purpose of these terms of service, an Emergency Response Agency (ERA) is a functional division of an agency authorized to respond to requests from the public to meet emergencies related to safety and/or health. The agency is prepared to provide its service(s) in response to a 9-1-1 call received at, or transferred from, a PSAP.

#### Emergency Service Number

An Emergency Service Number (ESN) is assigned by the customer to all subscribers served by each combination of Emergency Response Agencies (i.e., which police, fire, and ambulance service is responsible for that subscriber's location). Thus the service area of each PSAP and Secondary PSAP can be defined in terms of the ESNs for which it is responsible. The ESN is recorded in the ALI database (where established) to inform the PSAP attendant which ERA is responsible for each 9-1-1 caller's location and in the Selective Routing records (where Selective Routing is established) to assist in determining call routing to the correct PSAP.

#### End User

An individual who may place a 9-1-1 call in order to obtain emergency assistance. May also be referred to as a caller.

#### Host Provider

The telephone company that serves the exchange in which the customer's PSAP is located and provides 9-1-1 service and, where applicable, acts as the coordinator of other regulated telephone companies which serve as secondary providers within the customer's serving area.

#### Master Street Address Guide (MSAG)

A perpetual database defining the geographic area of a 9-1-1 service, such as by an alphabetical list of the street names, high-low house number ranges, community names, PSAP identification codes, and Emergency Service Numbers (ESNs).

#### Nonlisted/Unlisted

Subscriber information that is not listed in the published phone directory but is made available via Directory Assistance Service.

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N-1-1 TELEPHONE SERVICE

DEFINITION OF TERMS (Cont'd)

Nonpublished

Subscriber information that is neither listed in the published phone directory nor available via Directory Assistance Service.

Public Safety Answering Point (PSAP) - Primary

A primary PSAP is the initial answering point responsible for taking appropriate action on a 9-1-1 call by either providing the response itself from the Emergency Response Agencies dispatched from that center or by transferring the call to a secondary PSAP for action.

Public Safety Answering Point (PSAP) - Secondary

A secondary PSAP responds to 9-1-1 calls transferred from a primary PSAP by dispatching those Emergency Response Agency services under its authority. It may become the initial respondent to a 9-1-1 call in an alternate routing configuration where the primary PSAP is unable to answer the call.

Selective Routing

A service that routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services.

Secondary Provider

A regulated telephone company that participates in offering 9-1-1 service under an agreement with the host provider.

Subscriber

A person or business that orders access line service from a telephone company.

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## N-1-1 TELEPHONE SERVICE

### RULES AND REGULATIONS

9-1-1 Service is restricted to one-way incoming emergency service only.

The Company shall not be required to provide 9-1-1 Service to less than an entire central office (switching entity), unless Selective Routing is ordered by the customer. The Company does not undertake to answer and forward 9-1-1 Service calls, but furnishes the use of its facilities to enable the customer's personnel to accept such calls on the customer's designated premises.

9-1-1 Service is provided solely for the benefit of the local governmental unit; the provision of such service shall not be interpreted, construed, or regarded as being for the benefit of, or creating any Company obligation toward, or any right of action on behalf of any third person or other legal entity.

Intercept service for any seven-digit emergency number(s) replaced by 9-1-1 Service will be provided at no charge for a period of time as negotiated between the Company and the customer; however, in no case shall intercept service be provided for more than one year or beyond the next directory issuance, whichever is longer.

9-1-1 Service is limited to the use of central office telephone number 9-1-1 as the emergency telephone number. Only one 9-1-1 Service will be provided within any government agency's locality.

9-1-1 calls originated from local exchange telephone network access facilities shall be completed to the appropriate PSAP without a charge being assessed to the end user by the Company. Calls from a pay telephone shall not require a coin to be deposited or payment of any charge.

Calls placed from all stations, including those with nonpublished or unlisted numbers, to a PSAP may display subscriber information associated with such numbers to emergency 9-1-1 responding personnel. The subscriber forfeits the privacy afforded by a nonlisted or nonpublished service upon placing a 9-1-1 call.

The main telephone directory listing for the PSAP must be a seven-digit administrative telephone number. A listing for the PSAP will also be provided under 9-1-1 at no additional charge.

All nonregulated telecommunications service providers (e.g., Private Branch Exchange (PBX), Shared Tenant Service (STS), etc.) in an E9-1-1 service area should provide current lists of their subscriber's names, addresses, and telephone numbers in Windstream standard format to the customer for inclusion in the E9-1-1 database.

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## N-1-1 TELEPHONE SERVICE

### RULES AND REGULATIONS (Cont'd)

Information provided by the Company as part of the provision of C9-1-1 or E9-1-1 is to be used only for the purposes of answering and dispatching emergency calls.

Charges for customer-initiated changes and rearrangements affecting service address and ALI database records (e.g., street name and number changes, emergency services territorial or name change, jurisdictional boundary changes and rearrangements, etc.) other than those processed in normal daily updates will be based on a time and materials basis. In such cases, a valid comparative listing of changes must be supplied providing direct and individual reference to existing designations.

Where a 9-1-1 call is placed by the calling party via interconnection with an interexchange carrier or operator service provider, the Company cannot guarantee the completion of said call, the quality of the call, or any features that may otherwise be provided with 9-1-1 service. Because the addresses of these service providers' subscribers are not provided to the regulated telecommunications service providers, the customer must obtain them directly.

In Selective Routing configurations where the central office does not provide ANI due to ANI failure, garbled digits, multiparty lines, etc., Default Routing will be utilized at no additional charge.

### CUSTOMER OBLIGATION

Application for 9-1-1 Service must be executed in writing by each customer and must be accompanied by satisfactory proof of authorization to provide 9-1-1 Service in the exchanges where service is requested. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the customer.

The customer is responsible for dispatching the appropriate emergency service within the 9-1-1 service area, or will undertake to transfer all 9-1-1 Service calls received to the governmental agency with responsibility for dispatching such services, to the extent that such services are reasonably available.

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N-1-1 TELEPHONE SERVICE

CUSTOMER OBLIGATION (Cont'd)

The 911 Service applicant must submit to the Company written concurrence to the following terms and conditions by all participating agencies:

The applicant shall have the sole responsibility for determining which public safety agencies will participate in (jointly) subscribing to a 9-1-1 Service offering, and for the control and staffing of the PSAP.

Each primary PSAP must subscribe to sufficient 9-1-1 Service lines to adequately handle incoming calls in each PSAP's average busy hour so that no more than one call out of 100 (P.01 transmission grade of service) encounters a busy signal. In other words, the 9-1-1 Service network from each central office to the central office serving the primary PSAP must provide a minimum of a P.01 transmission grade of service or the minimum number of trunks prescribed by the applicable regulatory authority, whichever is the higher standard.

Each primary PSAP and each secondary PSAP should subscribe to at least three lines as follows:

At least one seven-digit non-emergency local exchange line with at least one listed directory number for administrative calls.

At least one non-listed seven-digit local exchange line for forwarding or transferring 9-1-1 calls to locations other than those connected to that PSAP by dedicated lines.

At least one non-listed seven-digit number to be used by other PSAP's and Emergency Response Agencies to reach the PSAP. This number must be in addition to those listed above.

If a Selective Router is not used, each primary PSAP should subscribe to at least two dedicated lines to each secondary PSAP for the purpose of forwarding or transferring calls. The number of lines should be no fewer than the number required to provide a P.01 transmission grade of service during that secondary PSAP's average busy hour.

EFFECTIVE: September 7, 2012

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N-1-1 TELEPHONE SERVICE

CUSTOMER OBLIGATION (Cont'd)

The customer shall promptly notify the Company in the event the system is not functioning properly.

Because the Company serving boundaries and political subdicion baoundaries may not coincide, the customer must make arrangements to handle all calls received on its 9-1-1 service lines that originate from all telephones served by central offices within the 9-1-1 service area whether or not the calling telephone is situated on properly within the geographical boundaries of the customer's public safety jurisdiction.

9-1-1 Emergency Telephone Service information consisting of the name, address, and/or telephone number of telephone subscribers, regardless of whether or not this information is published in directories or listed in directory assistance offices, is company proprietary and the customer agrees to use such information only for the purpose of responding to 9-1-1 calls at the time such calls are placed. Any connecting company purchasing WINDSTREAM information while acting as the host provider of 9-1-1 service to the customer which purchase Windstream service under these terms of service must agree to abide by the term s and conditions which relate to the protection of Windstream provided information. The customer of any connecting company purchasing Windstream information shall take all reasonable efforts to safeguard the proprietary nature of Company-provided information, including but not limited to:

The customer is responsible for preventing unauthorized retrieval or use of E9-1-1 information. Upon request the Company has the right to review the customer's logs of 9-1-1 calls to detect any unauthorized retrieval of information from the 9-1-1 system database.

The customer must report to the Company any unauthorized retrieval and must implement corrective action to prevent any further unauthorized retrieval.

The customer shall provide to the Company, upon request, a list of authorized personnel who shall be provided with passwords or other safety or security mechanisms to guarantee the system may not be accessed by unauthorized personnel.

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Vice President  
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N-1-1 TELEPHONE SERVICE

CUSTOMER OBLIGATION (Cont'd)

All 9-1-1 customer equipment, system software, and databases must be located in a secure area within a PSAP's office operations to prevent unauthorized personnel from accessing confidential information.

The customer shall agree to the extent allowed by law to indemnify, save and hold the Company harmless from any and all claims for injury or damage of any nature by any person arising out of or relating to the customer's unauthorized use of Company-provided subscriber information, which information is to be used solely for the purpose of providing 9-1-1 service.

Any terminal equipment used in connection with 9-1-1 Emergency Telephone Service shall be configured to restrict the customer from removing and/or changing the data provided by the Company.

Equipment, used in conjunction with any 9-1-1 Emergency Telephone Service, located at the PSAP(s) may be provided by the Company or the customer subject to the approval by the Company for compatibility with the 9-1-1 system. Any additional costs associated with bringing incompatible equipment into compliance with the 9-1-1 system will be the responsibility of the customer.

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N-1-1 TELEPHONE SERVICE

LIABILITY

The Company's entire liability to the customer or any person for interruption or failure of 9-1-1 service shall be limited by the terms set forth in this section, the General Regulations section of these terms of service, and in any sections of other tariffs which apply to the provision of 9-1-1 service by the Company. This 9-1-1 service is offered solely to assist the customer in providing 9-1-1 emergency services in conjunction with applicable fire, police, and other public safety agencies. By providing this service to the customer, the Company does not create any relationship or obligation, direct or indirect, to any third party other than the customer.

The Company shall not be liable for civil damages, whether in contract, tort or otherwise, to any person, corporation, or other entity for any loss or damage caused by any Company act or omission in the design, development, installation, maintenance, or provision of 9-1-1 service other than an act or omission constituting gross negligence or wanton or willful misconduct. However, in no event shall the Company's liability to any person, corporation, or other entity for any loss or damage exceed an amount equal to the prorated allowance of the tariff rate for the service or facilities provided to the customer for the time such interruption to service or facilities continues, after notice by the customer to the Company. No allowance shall be made if the interruption is due to the negligence or willful act of the customer.

To the extent allowed by law, the customer shall indemnify and hold harmless the Company from any damages, or other injuries which may be asserted by any person, business, governmental agency, or other entity against the Company as a result of any act or omission of the Company or customer or any of their employees, directors, officers, or agents except for Company acts of gross negligence or willful or wanton misconduct in connection with developing, adopting, implementing, maintaining, or operating the 9-1-1 system or for releasing subscriber information, including non-published or unlisted information in connection with the provision of the 9-1-1 service.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of the 9-1-1 services when any 9-1-1 call originates from a system or line which makes the provision of specific location information impossible to provide for technical reasons. These technical reasons can include, but are not limited to, technical inability to provide subscriber information associated with multi-party lines, or private telecommunications services, such as PBXs, shared tenant services, or calls originating over central office based switching system lines.

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N-1-1 TELEPHONE SERVICE

LIABILITY (Cont'd)

The Company accepts no responsibility for obtaining subscriber record information from private telecommunications systems, such as PBXs or shared tenant services, unless provided to the Company by a customer. At the rates set forth herein, the Company will integrate any records provided to it by the customer in a Company-standard format for inclusion in a 9-1-1 database. However, by doing so, the Company makes no representation or warranty regarding the accuracy of the data provided to it by a customer and shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of this data by the customer, which may be asserted by any person, business, government agency, or other entity against the Company.

The Company shall not be liable or responsible for any indirect, incidental, or consequential damages associated with the provision of 9-1-1 service when there is a failure of or interruption in 9-1-1 service due to the attachment of any equipment by a customer to Company facilities. The customer may, with the prior written consent of the Company, which consent shall not be unreasonably withheld, attach features, devices, or equipment or other vendors to the equipment or network facilities provided by the Company. Said attachments, devices, or equipment must meet all applicable federal and state registration or certification standards. The Company reserves the right to refuse attachments if the Company determines that said attachments would degrade the 9-1-1 system ordered by the customer, Company facilities, or otherwise affect its telephone operations.

The Company shall not be liable for any civil damages caused by an act or omission of the Company in the good faith release of information not in the public record, including non-published or unlisted subscriber information to emergency service providers responding to calls placed to a 9-1-1 service or host providers using such information to provide a 9-1-1 service.

The Company shall have no liability whatsoever to any person arising from its provision of, or failure to provide, 9-1-1 Service to any subscriber to a nonregulated telephone service (e.g., shared tenant service). It is the obligation of the customer to answer, respond to, transfer, terminate, dispatch, or arrange to dispatch emergency services, or otherwise handle all 9-1-1 telephone calls that originate from telephones within the customer's service area. Neither the customer nor the Company shall have any responsibility for 9-1-1 calls that carry foreign dial tone, whether they originate within or outside of the customer's service area, or for calls originating from mobile/cellular telephones.

The Company shall not be liable for any mistakes, omissions, interruptions, delays, errors or defects in transmission or service caused or contributed to by the negligence or willful act of any person other than the Company, or arising from the use of customer provided facilities or equipment.

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## N-1-1 TELEPHONE SERVICE

### DESCRIPTION

#### B9-1-1 (BASIC 9-1-1 SERVICE)

B9-1-1 Service provides for routing all 9-1-1 calls originated by stations with given central office prefix codes to a single PSAP which is prepared to receive those calls via a 9-1-1 Service line.

The following rate elements apply to a typical B9-1-1 arrangement:

- 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or interexchange 911 Trunk.
- 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The Multiline Business rate is applicable.
- Interexchange 9-1-1 Trunk - Interexchange private lines are used solely for the provision of 9-1-1 Service. Rates will be based on a TYPE 424 Channel as listed in Section 8 for Intralata/Interexchange Voice Grade Service.

Additional 9-1-1 Features, as described on Sheet 19, are available with 9-1-1 Service where conditions permit.

#### C9-1-1 (ANI-ONLY 9-1-1 SERVICE)

The following rate elements apply to a typical C9-1-1 arrangement:

- 9-1-1 Central Office Enabling - Enables the central office to recognize 9-1-1 as a valid number and to connect such calls to a 9-1-1 Service Line. Also enables the central office to generate ANI for the caller's telephone number and provide it to the 9-1-1 Service Line or interexchange 911 Trunk.
- 9-1-1 Service Line - A business network access line connecting the PSAP and its serving central office. The Multiline Business rate is applicable.
- Interexchange 9-1-1 Trunk - Interexchange private lines are used solely for the provision of 9-1-1 Service. Rates will be based on a TYPE 424 Channel as listed in Section 8 for Intralata/Interexchange Voice Grade Service.

C9-1-1 Service includes ANI Spill which is the provision of the caller's telephone number to the PSAP. ANI Spill might not be provided from multi-party end users. For calls placed to a PSAP from off-premises stations and stations behind business systems, where ANI Spill is provided, it will provide the identity of the primary telephone service billing or lead number.

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### N-1-1 TELEPHONE SERVICE

#### DESCRIPTION (Cont'd)

The PSAP's premises equipment used in conjunction with ANI Spill Service must be reviewed by the Company to determine the compatibility of the unit with the C9-1-1 or E9-1-1 Service requested. If changes are necessary to make this service compatible with the services offered herein, Time and Material Charges will apply.

Selective Routing, as described on Sheet 18, is available on an optional basis with C9-1-1 Service.

Additional 9-1-1 Features, as described on Sheet 17, are available with C9-1-1 Service where conditions permit.

#### E9-1-1 (ENHANCED 9-1-1)

The following rate elements apply to a typical E9-1-1 arrangement:

- 9-1-1 Central Office Enabling – Enables the central office to recognize 9-1-1 as a valid number and connect a 9-1-1 call to a 9-1-1 Service Line or interexchange 911 Trunk.
  - 9-1-1 Service Line – A business network access line connecting the PSAP and its serving central office. The Multiline Business rate is applicable.
  - Interexchange 9-1-1 Trunk – Interexchange private lines are used solely for the provision of 9-1-1 Service. Rates will be based on a TYPE 424 Channel as listed in Section 8 for Intralata/Interexchange Voice Grade Service.
  - Automatic Location Identification (ALI) Database - An E9-1-1 database that contains subscriber names, telephone numbers, addresses and Emergency Service Numbers (ESNs), and is periodically updated by the Company. A per database charge is applicable to each database and a per record charge is applicable to all records in each database. When Windstream is not responsible for the system's ALI database, a per record charge will apply to all Windstream records provided to the ALI database manager. The customer is responsible for the following:
    - Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with ESNs assigned to each address. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.
- Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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### N-1-1 TELEPHONE SERVICE

#### DESCRIPTION (Cont'd)

In the event that the customer requests to begin construction of an MSAG/ALI database prior to full application to C9-1-1 or E9-1-1 service, charges for ALI database construction and maintenance will apply.

Selective Routing, as described on Sheet 18, is available on an optional basis with E9-1-1 Service.

Optional 9-1-1 Features, as described on Sheet 17, are available with E9-1-1 Service where conditions permit.

#### Optional Services

Selective Routing - Selective Routing Service routes calls to the correct PSAP based on the caller's ANI. This service is available when a C9-1-1 or E9-1-1 system is served by more than one PSAP or when a central office is split by a political boundary and one of the political areas does not subscribe to 9-1-1 services. The customer is responsible for the following:

Providing a correct set of addresses and ranges, known as a Master Street Address Guide (MSAG), with Emergency Service Numbers (ESN) assigned to each address. Each ESN must be assigned to a PSAP. This must include all Company and participating telecommunication service subscriber addresses and be based upon Company standards.

Verifying the accuracy of the call routing by participating in tests with the Company prior to service establishment, and subsequent to any ESN change, to ensure that calls from each ESN are correctly routed.

Advising the Company in a timely manner of any changes in the MSAG or ESN assignments.

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N-1-1 TELEPHONE SERVICE

DESCRIPTION (Cont'd)

Optional Services (Cont'd)

The following rate elements apply to Selective Routing:

- Database Administration - The per database charge to create and maintain the MSAG and ALI database structure.
- Database - The charge on a per record basis to develop and update street ranges, list correct addresses, assign ESNs and PSAPs to each record, and transmit the ALI to the database management system that will be accessed by the caller's ANI. Database rate elements include monthly rates and nonrecurring charges for each database and for each record within each database.
- Selective Router - The hardware and software that provides selective routing assignment codes to a central office for a 9-1-1 call and connects the incoming 9-1-1 trunks to the central office that will route the calls.

Trunk termination charges do not apply to the end of any interoffice trunks that terminate on a Selective Router.

- Selective Router Interface - A component of a Selective Routing System consisting of interface cards that enables a 9-1-1 trunk or a central office to be able to communicate with the Selective Router's computer. The quantity of cards required varies directly with the quantity of trunks terminating at the Selective Routing System.

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N-1-1 TELEPHONE SERVICE

DESCRIPTION (Cont'd)

ADDITIONAL SERVICES

Additional 9-1-1 Features - A package of additional central office features is available where Selective Routing is not used. The following features are available only where operating conditions permit:

- Forced Disconnect - Enables the PSAP attendant to release a connection on a 9-1-1 call even if the calling party remains off-hook.
- Called Party Hold - Enables the PSAP attendant to hold a 9-1-1 connection even if the calling party hangs up.
- Emergency Ringback - Allows a PSAP attendant to ring back the caller's line.

Additional 9-1-1 Features are available only when there is direct trunking from the originating central office to the PSAP and when the PSAP CPE has the appropriate signaling capability.

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N-1-1 TELEPHONE SERVICE

RATES AND CHARGES

9-1-1 Network Service Features

	<u>NRC</u>	<u>Monthly Rate</u>
Central Office Enabling		
Stored Program Control Offices .....	\$ 0.00	\$ 34.92
Direct Control Offices .....	(1)	(1)
9-1-1 Service Line		
B1 Rate .....		See Section 5 for
PABX Trunk Rate .....		Local Network Access
		Rates
Interoffice Trunking		
Intraexchange .....		See Section 8
		Foreign C.O. Service
Interexchange		
Airline Mileage.....		See SWBT PL Tariff
C.O. Trunk Terminations		
Each termination.....	\$ 184.27	\$ 25.76
Database Processing		
Automatic Location Identification (ALI) Database.		
Database Administration, per system.....		214.90
PLUS		
ALI Database		
Each Windstream record processed.....	0.88	0.05
Each Non-Windstream record verified.....	0.40	0.05
Selective Routing (2)		
Database Administration, per database .....	351.29	203.29
Database Each Windstream Record .....	0.0025	0.0001
Selective Routing		
Hardware		
Selective Router Interface		
Per Termination .....	184.27	36.62
Selective Router		
Per System .....	16,208.85	1,380.96

(1) Special assembly charges will apply when special construction is required.  
(2) In addition to the ALI Database rates.

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WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD200600242  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 18  
Original Sheet No. 18

N-1-1 TELEPHONE SERVICE

Special Service Arrangements

City of Wagoner

Store and Forward Equipment - Central Office based equipment to capture the Automatic Number Identification (ANI) and forward it to the Public Safety Answering Point (PSAP).

<u>NRC</u>	<u>Monthly Rate</u>
\$2,000.00	\$119.24

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N-1-1 TELEPHONE SERVICE

911 Private Switch/Automatic Location Identification (PS/ALI) Service

(N)

General

- A. Windstream 911 Private Switch / Automatic Location Identification (PS/ALI) service allows a Private Branch Exchange (PBX) switch located on a customer's premises to be connected directly into a county specific Enhanced 9-1-1 (E9-1-1) telephone service network. At the time of an emergency 9-1-1 call from a PBX customer, Windstream's 9-1-1 PS/ALI service delivers the telephone number, name and location of the PBX station user to the appropriate Public Safety Answering Point (PSAP).
- B. Windstream 9-1-1 PS/ALI Service is available with Primary Rate ISDN (PRI) or Basic Rate ISDN (BRI) service. Local channels, as described in this section are not required with PRI or BRI service.
- C. The service does not apply to PSAPs that have standalone databases not served by a Selective Router.

Regulations

- A. Windstream 9-1-1 PS/ALI service is furnished subject to the availability of facilities.
- B. With Windstream 9-1-1 PS/ALI service, Automatic Number Identification (ANI) is passed to the E9-1-1 Selective Routing Unit (SRU) tandem office by the PBX switch. The ANI is read, processed and utilized in the same manner as any other serving Local Exchange Carrier's end office an Enhanced 9-1-1 telephone service network.
- C. The emergency service agency and/or county addressing agency serving the area may be involved to update the Master Street Address Guide (MSAG) and to determine the best method in which emergency calls from Windstream 9-1-1 PS/ALI Service locations will be handled. The MSAG may require modifications to accept any new PBX Customer address locations, street names and community names.
- D. The following specifications must be met when provisioning Windstream 9-1-1 PS/ALI service:
  - (1) Subscribers to Windstream 9-1-1 PS/ALI service must meet all company technical specifications.
  - (2) The PBX switch must be able to transmit ANI using multi-frequency signaling (except when PRI or BRI service is used). This may require making additions to, or modifications of, the existing PBX switch that will make it compatible with the county's E9-1-1 telephone service network.

(N)

ISSUED: October 1, 2007

EFFECTIVE: October 31, 2007

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N-1-1 TELEPHONE SERVICE

911 Private Switch/Automatic Location Identification (PS/ALI) Service

(N)

Regulations (Continued)

- (3) The PBX switch owner/operator must supply Windstream with the initial telephone number and address data as well as timely periodic updates of any changes to the initial information.
  - (4) The PBX switch must employ Direct Inward Dial (DID) numbers that correspond to all of their PBX station numbers.
  - (5) It will be the responsibility of the vendor or PBX operator to maintain the data pertaining to each PBX station user operating under such systems.
- E. The PBX switch owner/operator must install a minimum of two (2) private E9-1-1 local channels (except for PRI and BRI) with the following specifications:
- (1) This voice grade local channel provides for a communications path between the demarcation point at the PBX customer premises and the E9-1-1 SRU tandem office serving the count where the main PBX system is physically located.
  - (2) The PBX switch owner/operator is responsible for determining that their terminal equipment is compatible with this local channel.
  - (3) Supervision on this Windstream 9-1-1 PS/ALI service local channel will be loop reverse battery. The battery source is located in the E9-1-1 SRU tandem office and will be a nominal -48VDC (-42.75VDC to -56.5 VDC).
  - (4) The PBX will signal an off hook (or seizure) by providing a loop closure across tip (+) and ring (-) with a maximum resistance of 670 ohms. The E9-1-1 SRU tandem office will instruct the PBX to forward the calling station's number (ANI) information by a battery reversal wink start signal.
  - (5) Additional regulations may be applicable as described in Windstream's Private Line Services Tariff.
- F. Service charges as specified elsewhere in these terms of service, are applicable.
- G. General Regulations as specified elsewhere in these terms of service will also apply to this service offering.
- H. This service is offered solely as an aid in handling emergency 9-1-1 assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the PBX customer contracting for Windstream 9-1-1 PS/ALI service. The Provision of Windstream 9-1-1 PS/ALI service by Windstream shall not be interpreted, construed, or regarded either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the PBX customer.

(N)

ISSUED: October 1, 2007

EFFECTIVE: October 31, 2007

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N-1-1 TELEPHONE SERVICE

911 Private Switch/Automatic Location Identification (PS/ALI) Service

Regulations (Continued)

- I. The rates charged for Windstream 9-1-1 PS/ALI service do not contemplate the constant monitoring or inspection of facilities to discover errors, defects and malfunctions in the service, nor does Windstream undertake such responsibility. The PBX customer shall make such operational tests as, in the judgement the PBX customer, are required to determine whether the service is functioning properly for its use. The PBX customer shall promptly notify Windstream in the event that the service is not functioning properly.
- J. Windstream's entire liability to any person for the interruption or failure of Windstream 9-1-1 PS/ALI service shall be limited to the terms set forth in this Section and other Sections of these terms of service. Windstream shall neither be liable for damages resulting from or in connection with its provision of Windstream 9-1-1 PS/ALI service to any customer subscribing to Windstream 9-1-1 PS/ALI service or any person accessing, or using Windstream 9-1-1 PS/ALI service and nor shall Windstream be liable for its provision of any telephone number, address, or name to any entity providing 9-1-1 service or to a public safety answering point, unless Windstream acted with malicious purpose or in the manner exhibiting wanton and willful disregard of safety or property in providing such services.
- K. Each customer agrees to release, indemnify, defend and hold harmless Windstream from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the PBX customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the PBX customer or others, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of Windstream 9-1-1 PS/ALI service features and the equipment associated therewith, or by any services which are or may be furnished by Windstream in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 9-1-1 services using Windstream 9-1-1 PS/ALI services hereunder, and which arise out of the negligence or other wrongful act of Windstream, the PBX customer, its user agencies or municipalities or employees or agents of any one of them.
- L. When an order for Windstream 9-1-1 PS/ALI service and facilities or requests for additions, rearrangements, relocations or modifications or service and equipment are canceled in whole or in part, the PBX customer may be required to reimburse Windstream for all expenses incurred in handling the requests before notice of cancellation is received. Such charges are not to exceed the charges that would apply if the work involved in complying with the request had been completed.

(N)

(N)

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EFFECTIVE: October 31, 2007

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N-1-1 TELEPHONE SERVICE

911 Private Switch/Automatic Location Identification (PS/ALI) Service

(N)

Regulations (Continued)

- M. When the use of service or facilities furnished by Windstream is interrupted due to any cause other than the negligence or willful act of the subscriber or the failure of the facilities provided by the subscriber, a pro rata adjustment of the fixed monthly charges involved will be allowed. In the event of any interruption of the service, Windstream shall not be liable to any person, or other entity for any loss or damage in an amount greater than an amount equal to the pro rata allowance of the tariff rate for the service or facilities provided to the PBX customer for the time such interruption continues, after notice to Windstream. No allowance shall be made if the interruption is due to the negligence or willful act of the PBX customer of the service.

Payment Schedules

A. General

Windstream 9-1-1 PS/ALI Service is offered for a 60-month contract period at the rates and charges indicated in this sub-section.

Windstream 9-1-1 PS/ALI Service disconnected prior to 60 months will be subject to cancellation charges.

B. Transfer of Contract

Service may be transferred to a new subscriber at the same location upon prior written concurrence by the new subscriber as specified elsewhere in these terms of service.

C. Deferred Payment

Nonrecurring charges may be deferred or installment billed as specified elsewhere in these terms of service.

D. Prepayment

Recurring charges may be prepaid as specified elsewhere in these terms of service.

E. Cancellation Charges

Cancellation charges will be applied where service is removed prior to the expiration of the 60-month contract period.

(N)

ISSUED: October 1, 2007

EFFECTIVE: October 31, 2007

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N-1-1 TELEPHONE SERVICE

911 Private Switch/Automatic Location Identification (PS/ALI) Service

(N)

Payment Schedules (Continued)

F. Moves of Service

When the PBX owner/operator moves Windstream 9-1-1 PS/ALI Service:

- (1) Cancellation charges do not apply.
- (2) 60-month rates in effect will continue uninterrupted.
- (3) Windstream 9-1-1 PS/ALI Service nonrecurring charges do not apply.
- (4) Windstream 9-1-1 PS/ALI Service local channel charges apply as appropriate.

Rates and Charges <sup>(1)</sup>

A. Windstream 9-1-1 PS/ALI Service

(1) Installation Charge

(a) Per Customer

Non-recurring Charge

1. Up to 1,000 station records, per customer	\$4,000.00
2. 1,001 to 2000 station records, per customer	\$4,750.00
3. 2,001 to 4,000 station records, per customer	\$5,250.00
4. 4,001 or more station records, per customer	\$5,750.00

(2) 60 Month Contract Period - Monthly Charges

(a) Per 1,000 PBX station (ALI) records

Recurring Monthly Charge

1. Up to 1,000 station records	\$150.00 + \$15.00 per 100 records
2. 1001 to 2000 station records	\$150.00 + \$12.00 per 100 records
3. 2,001 to 4,000 station records	\$150.00 + \$10.00 per 100 records
4. 4,001 or more station records	\$150.00 + \$ 8.00 per 100 records

B. Cancellation Charges

Customers who request disconnection of the Windstream 9-1-1 PS/ALI Service prior to the expiration of the 60 month contract period will be charged an applicable cancellation charge as described below.

The applicable charge will be \$50.00 for each month remaining on the contract at the time of disconnection.

(1) The rates for E-911 service are governed by 86-911-TP-COI and do not fall under a Tier designation.

(N)

N-1-1 TELEPHONE SERVICE

211 SERVICE

DESCRIPTION

211 Service ("211") is a three-digit local dialing arrangement available in specified areas for the delivery of community information and referral services via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services.

TERMS AND CONDITIONS

- a. 211 Service is available in Windstream territory only. To provide 211 access to end users in another local service providers territory, the 211 customer must make appropriate arrangements with the other local service provider.
- b. This service is provided subject to the availability of the 211 code.
- c. 211 can be delivered via regular exchange access lines (by individual business line, PBX trunks, etc.).
- d. Directory listings may be provided for 211 under the terms, conditions, rates and charges specified in Section 7 of these terms of service.
- e. Access to 211 is not available to the following classes of service:
  - 1 +,
  - 0+, 0-(credit card, third-party billing, collect calls),
  - 101XXXX,

In addition, operator assisted calls to the 211 customer will not be completed.

- f. The 211 customer is restricted from selling or transferring the 211 code to an unaffiliated entity, either directly or indirectly.
- g. 211 will not provide calling number information in real time to the 211 customer. If the 211 customer needs this type of information, the 211 customer must subscribe to a compatible Caller Identification Service as specified elsewhere.
- h. Calls to a 211 code terminate to a disconnected number will be routed to an intercept of the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number. Callers placing calls to 211 from areas where 211 Service is not provided will be advised that the service is not available from their number.
- i. The Oklahoma Statewide 211 Advisory Committee will resolve disputes regarding geographic coverage by two or more 211 customers.

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N-1-1 TELEPHONE SERVICE

211 SERVICE (Continued)

TERMS AND CONDITIONS (Continued)

- j. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. If during this period the 211 customer decides to discontinue service establishment, the 211 code will be recalled and the code will be considered available for reassignment. If the network has been provisioned for the subscriber, any charges that have been billed will not be refunded or waived.

Only a single seven or ten-digit local number or a single ten-digit toll free number may be used.

- k. 211 Service is provided where facilities permit.
- l. The 211 customer should work separately with cellular or wireless companies to ascertain whether cellular or wireless customers will be able to reach community information and referral services provided by dialing 211.
- m. 211 will be provided under the following conditions:

- (1) The subscriber will subscribe to adequate telephone facilities, both initially and subsequently as required in the judgement of the Company, to handle calls to 211 without impairing the Company's general telephone service or telephone plant.
- (2) The 211 customer is responsible for obtaining all necessary permissions, licenses, written consents, waivers and releases, and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with the service.
- (3) The 211 customer shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgements, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, or any patent, trademark, copyright, or resulting from any claim of liable and slander.
- (4) Suspension of 211 Services is not allowed.
- (5) The 211 customer will respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 211. At the Company's request, the 211 customer will assist in responding to complaints made to the Company concerning the subscriber's 211 service.
- (6) The Company will provide both oral and written notification when a 211 customer's service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211. The Company reserves the right once notification is made to institute protective measure up to and including termination at any time and without further notice. The Company may take protective measure when the 211 customer makes no modification or is unwilling to accept modification in method of operation, or continues to cause service impairments.

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N-1-1 TELEPHONE SERVICE

211 SERVICE (Continued)

TERMS AND CONDITIONS (Continued)

- (7) The 211 customer assumes all financial responsibility for all costs involved in providing announcement or recorded program services including but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.
- m. The Company may take all legal and practical steps to disassociate it from 211 customers whose business and/or public conduct (whether demonstrated or proposed) generate unacceptable levels of complaints by end users.
- n. The Company is not liable for any losses or damages of any kind resulting from the unavailability of its equipment, facilities or for any act, omission, or failure of performance by the Company, its employees or agents, in connection with these terms of service. The Company will not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment or on equipment owned or leased by the subscriber.

RATES

- a. Charges applicable to 211 Service will be per this Section of the tariff. If any additional wire centers are added, the Monthly Recurring will change based on an incremental additive as dictated by the new configuration of the serving wire centers. Calls connecting to a number that is a toll call will be assessed toll charges by the pre-subscribed carrier.
- b. Billed Number Screening Service (BNS) prevents the billing of incoming collect and/or third number billed calls to a customer's telephone account. For 211, Billed Number Screening Service will be provided at no additional cost.
- c. The Company makes no guarantee and assumes no liability for the accuracy of Billed Number Screening Service. The customer agrees fully and completely to indemnify and save harmless the Company, its successors and assigns, from and against any and every claim, loss, damage, suit or liability arising out of the furnishing or failure to furnish Billed Number Screening Service.
- d. Monthly Recurring Rate: \$28.04 for 15 switches<sup>(1)</sup>
- e. Non-Recurring Rate: \$676.53 per switch
- f. Additional Wire Centers - Incremental Rates per switch

- 1) Incremental Monthly Recurring Additive per switch - \$1.87  
2) Non-Recurring Rate - \$676.53 per each additional switch

- (1) The Monthly Recurring rate was developed specifically for the WINDSTREAM switches included in Rate Band 3 and the Wide Area Calling Plan (WACP). The following is a listing of those WINDSTREAM switches: AVNTOKXARS0, BRNSOKXADS0, BRAROKXADS0, BRAROKXBDS0, BRAROKXCDS0, BRAROKXDDS0, BRAROKXEDS0, COWTOKXBDS0, HSKLOKXADS0, HMNYOKXADS0, MRRSOKXCDS0, PTEROKXCRS0, RAMNOKXARS0, SNGHOKXARS0, WGNROKXDDS0.

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N-1-1 TELEPHONE SERVICE

ABBREVIATED DIALING SERVICE

(AT)

1. General

- A. Abbreviated Dialing Service is a three-digit (N11, where N can be 3, 5, 6, 7 or 8) local dialing arrangement available in Windstream Communications Southwest ("Company") areas for delivery of non-emergency information via voice grade facilities, pursuant to FCC Docket No. 92-105.
- B. Abbreviated Dialing Service is available from Company in Company territory only. Governmental and other legally authorized entities ("Subscribers") wishing to provide access to Abbreviated Dialing Service to end users in another company's territory or to a Competitive Local Exchange Carrier's ("CLEC") end users within Company's Local Calling Area must make appropriate arrangements with the other company or CLEC serving that area.
- C. Company shall have no responsibility with respect to the information, service, communications, announcements, advertising, promotion, performance, behavior, action, or inaction of the Subscriber providing access to Abbreviated Dialing Service or to end users calling via Abbreviated Dialing Service.
- D. For the Subscriber's purpose in providing access to Abbreviated Dialing Service, Company's Local Calling Area is the Basic Local Calling Area as defined in these terms of service, as facilities permit. Additionally, pre-recorded announcements provided by Subscribers will be allowed as Company facilities permit and will be at Subscribers' expense.
- E. Abbreviated Dialing Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)
- F. Limitations and use of service as stated in these terms of service apply to Abbreviated Dialing Service.
- G. Company may provide Directory Listings for Abbreviated Dialing Service at rates and pursuant to the regulations found in Section 7 of these terms of service.
- H. Access to Abbreviated Dialing Service is not available to the following types of service:
  - Payphone Service Provider Telephones (PSPs)
  - Hotel/Motel/Hospital Service
  - 1+
  - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
  - Inmate Service
  - 101XXXX
  - Wireless - Type 2A
- I. Subscribers will not receive calling number information through Abbreviated Dialing Service. To receive calling number information, the Subscriber must subscribe to one of Company's Caller ID services set forth in Section 9 of these terms of service.
- J. When a N11 number is disconnected, Company will route the calls to an intercept announcement for a maximum of 60 days, provided that the Subscriber is also a end user customer of Company. The announcement provided may refer the caller to another telephone number.

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(AT)

N-1-1 TELEPHONE SERVICE

ABBREVIATED DIALING SERVICE

(AT)

2. Service Requirements and Conditions

- A. When Abbreviated Dialing Service is provisioned by Company, Company will bill the Subscriber the nonrecurring service charge. Company will not refund or waive the nonrecurring charge if the Subscriber cancels or withdraws its request for service after Company has programmed the central office per the Subscriber's request.
- B. Upon six-months written notice Company may terminate this Agreement and the services provided herein in accordance with the terms and conditions contained in CC Docket 92-105 and any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such N11 codes. In the event of such termination, Company will at Subscriber's request, transfer the service arrangements to a 7- or 10-digit dialing arrangement within the six-month notice period. Subscribers will be required to migrate to any standard access arrangement subsequently agreed to by the industry and approved by the FCC, and Company will charge Subscribers the appropriate tariff rates for the establishment of new access arrangements.
- C. Only one 7- or 10-digit local number or one 10-digit toll-free number may be used as the lead number per Basic Local Calling Area. All central offices within a Basic Local Calling Area must be pointed to the same 7- or 10-digit local number or one 10-digit toll-free number. Appropriate rates from Sections 5 and 6 of these terms of service will apply.
- D. Abbreviated Dialing Service is provided where Company facilities permit.
- E. To ascertain whether Type 1 wireless customers will be able to Subscriber, Subscriber must contact separately the applicable wireless companies.
- F. To ascertain whether a Subscriber's callers who are end users of a CLEC will be able to reach Subscriber by dialing N11, Subscriber must contact separately the applicable CLEC(s).
- G. Company will provide Abbreviated Dialing Service under the following conditions:
  - 1. For network sizing and protection, Subscriber will provide to Company an estimate of annual call volumes and the expected busy hour and holding time for each call to N11.
  - 2. Subscriber will purchase or otherwise provide adequate telephone facilities initially and subsequently as may be required to handle adequately calls to Subscriber, in Company's judgment, without impairing Company's general telephone service or telephone plant.
  - 3. Subscriber will obtain all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performances are used in connection with the service, and from all holders of copyrights, trademarks and patents used in connection with Abbreviated Dialing Service. **(AT)**

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N-1-1 TELEPHONE SERVICE

ABBREVIATED DIALING SERVICE

(AT)

2. Service Requirements and Conditions (Continued)

G. Company will provide Abbreviated Dialing Service under the following conditions:  
(Continued)

4. Company shall not under any circumstances be responsible or liable for incidental, consequential or special damages, notwithstanding the foreseeability or disclosure of said damages, including but not limited to damages associated with delay, loss of data, profits or goodwill.
5. Company provides no warranties, express or implied, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Without limiting the foregoing, Company makes no warranty with respect to the performance of any telecommunications and non-telecommunications system, operating system or any application software.
6. Vacation Service as covered in Section 4 of these terms of service is not applicable for N11 Abbreviated Dialing Service.
7. Subscriber shall respond promptly to any and all complaints to any regulatory authority against any service provided via the N11 number. If requested by Company, Subscriber shall assist Company in responding to complaints made to Company concerning the Subscriber's N11 service.
8. Company will notify Subscriber when Subscriber's service unreasonably interferes with or impairs other services provided by Company to other end users. If, after receipt of notice, Subscriber makes no modification in method of operation, or in the service arrangements that are deemed service-protective by Company, or if Subscriber is unwilling to accept the modifications, or if Subscriber continues to cause service impairment, Company reserves the right, at any time without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by Company, Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

H. In no event shall Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by Company, or its employees, or agents, in connection with Abbreviated Dialing Service. Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by Subscriber.

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ABBREVIATED DIALING SERVICE

(AT)

3. Application of Rates
  - A. Basic local exchange service is required, in addition to N11 Service and in order for N11 Service to function properly. N11 Service is supplemental to and is not a replacement for local exchange service.
  - B. N11 Subscriber shall pay a nonrecurring Central Office Charge for each Company host central office out of which N11 is established:
    1. Some Company local exchanges are served by more than one host central office. In order to establish N11 in such an exchange, a N11 Subscriber shall pay a Central Office Charge for each Company host central office in the N11 Subscriber's service area.
    2. Some host central offices serve more than one Company local exchange. If a N11 Subscriber applies to establish N11 Service in multiple Company local exchanges served by the same host central office, then only one Central Office Charge shall apply. However, the N11 Subscriber shall pay the full Central Office Charge whether or not it requests N11 in all Company local exchanges served by the host central office.
  - C. Where applicable, a N11 Subscriber shall pay a nonrecurring Exclusion Charge:
    1. When a N11 Subscriber does not make contemporaneous applications to establish N11 in every Company local exchange served by a host central office, the N11 Subscriber shall pay an Exclusion Charge for each Company local exchange served by the host central office where N11 Service is not established.
    2. When a Company local exchange is once excluded, but the N11 Subscriber subsequently applies to establish N11 Service in the Company local exchange, then an Exclusion Charge shall again apply.
  - D. N11 Subscribers will pay the normal tariffed charges for the local exchange access arrangements (e.g., PBX trunks, Centrex Type Services lines, etc.) used for transporting and terminating messages at the N11 Subscriber's designated premises.
  - E. N11 Subscribers shall pay a nonrecurring Number Change Charge when they apply to change the telephone number to which the N11 abbreviated dialing code is translated. Company will apply the Number Change Charge on a per telephone number, per host central office basis.
  - F. Applicable service order charges as specified in Section 6 of these terms of service will apply, in addition to the following rates.

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N-1-1 TELEPHONE SERVICE

ABBREVIATED DIALING SERVICE

				(AT)
4.	Charges applicable to N11 Subscribers:*			
A.	Establishment of N11 Service			
			<u>Nonrecurring Charge</u>	
(1)	Central Office Charge	\$548.00	(NR)	
(2)	Exclusion Charge	\$157.00	(NR)	
(3)	Number change Charge	\$137.00	(NR)	(AT)

\*Note: No charges are applicable for 711 Service.

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E911 ALTERNATE NETWORK ROUTING

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## E911 ALTERNATE NETWORK ROUTING

### GENERAL

Alternate Network Routing (ANR) is offered as an optional service to Emergency Number Service (911) system customers. ANR provides other paths to route a 911 call from the caller to the Public Safety Answering Point (PSAP).

In cases of network overload (all trunks busy) or facility outage such as, failure of an intermediate central office or the loss of a 911 trunk, ANR Service will route the 911 call through the public switched network or cellular network. (NOTE: Any 911 calls in progress, at the time of a dedicated facility outage, will be lost when the facility fails.)

The components offered in these terms of service include the terminating telephone network equipment and cellular radios.

### DESCRIPTION OF SERVICE

Alternate Network Routing is actuated upon the a failure of the dedicated 911 access path to handle a 911 call.

In order to reroute the 911 call through the public switched telephone network (PSTN), Sender equipment is installed in the central office on the outgoing side of the 911 trunk and Receiver equipment is installed on the premises of the PSAP, or at an intermediate switching point.

Multiple telephone numbers may be programmed in the Sender in case the primary Receiver is not available.

When a cellular path is used as an alternate route, a cellular transceiver is installed in the central office on the outgoing side and a second transceiver unit maybe installed at the receiving end (either at the intermediate switching point or at the PSAP).

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E911 ALTERNATE NETWORK ROUTING

DESCRIPTION OF SERVICE (Cont'd)

Alternate Network Routing Service is offered with two categories of Sender/Receiver terminal equipment; they are as follow:

- 1) Without Monitoring - The Sender unit performs the functions of receiving the 911 call from the originating switch, storing the ANI, dialing the telephone number of the Receiver Unit to establish voice connection, and sending the ANI to the Receiver Unit. The Receiver Unit has an output connection, to the network or the PSAP's E911 customer premises equipment, to record the call information and to be used to retrieve the associated Automatic Location Information (ALI).
- 2) With Monitoring - Similar functions and terminal equipment as described in (1) above, with the addition of sensors which monitor the outgoing trunk to detect signaling problems. When a problem is detected, the Sender Unit seizes control of the 911 call and establishes the alternate route over the public switched network or cellular network to complete delivery of the voice and associated ANI.

Alternate Network Routing via Cellular Transceivers may be selected with either of the ANR services, listed above, to add cellular path connectivity. This service requires a cellular transceiver to be installed at either or both ends of the path; one at the originating central office connected to a Sender; the other at the terminating PSAP connected to a Receiver. If the PSAP or originating central office is outside the normal service area of a cellular radio cell, a directional antenna shall be installed to ensure adequate signal strength for radio communications.

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## E911 ALTERNATE NETWORK ROUTING

### NETWORK EQUIPMENT DESCRIPTIONS

#### Teltone Switched Access System

##### Trunk Dial Unit (TDU) - 1st Trunk

Seizes the 911 call, if the dedicated trunks are unavailable, and routes the call over the public telephone network to the Call Answer Unit or Call Transfer unit. During dialing, the TDU requests and stores the caller's ANI. Included are the TDU, relay rack, fuse panel and miscellaneous material needed to install the TDU in the Telephone Company central office.

##### Trunk Dial Unit (TDU) - Additional Trunk

Each additional TDU installed in available relay rack space with the first trunk. (Relay rack, fuse panel and miscellaneous material included with TDU-1st Trunk.)

##### Call Answer Unit (CAU) - 1st Trunk

Receiver installed at the Public Safety Answering Point. Included are the Call Answer Unit and miscellaneous material needed for installation at the Telephone Company central office or at the customer premises.

##### Call Answer Unit (CAU) - Additional Trunk

Each additional Call Answer Unit installed at the same central office or same customer premises as the CAU-1st Trunk.

##### Call Transfer Unit (CTU) - 1st Trunk

Installed on the incoming trunk of a 911 selective router. The CTU answers the incoming call and after handshaking with the TDU, monitors the signaling of the router and requests ANI from the TDU when the selective router is ready.

Included are one 19 inch shelf (holds up to 12 circuit cards), one Call Transfer Unit (CTU) circuit card, relay rack, fuse panel and miscellaneous hardware needed for installation of the system in the Telephone Company central office.

##### Call Transfer Unit (CTU) - Additional Trunk

Each additional Call Transfer Unit (CTU) circuit card installed in an existing CTU shelf in the same central office.

### PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM

#### INB Mini-Pac - 1st Trunk without Monitoring

Compact rack mounted single trunk version of the INB System. Includes Mini-Pac unit without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

#### INB Mini-Pac - Additional Trunk without Monitoring

Each additional Mini-Pac unit without the monitoring option, installed in existing available relay rack space in the same Telephone Company central office.

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E911 ALTERNATE NETWORK ROUTING

NETWORK EQUIPMENT DESCRIPTIONS (Cont'd)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Cont'd)

INB Mini-Pac - 1st Trunk with Monitoring

Compact rack mounted single trunk version of the INB system. Includes Mini-PAC unit with the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the unit in the Telephone Company central office.

INB Mini-Pac - Additional Trunk with Monitoring

Each additional Mini-Pac unit with the monitoring option, installed in the available relay rack space in the same central office.

INB Shelf System - 1st Trunk without Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter Card (TDC) without the monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards, or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk without Monitoring

Each additional Trunk Diverter Circuit (TDC) card the without monitoring option, installed in existing INB main shelf.

INB Shelf System - 1st Trunk with Monitoring

Consists of a 19 inch shelf, common control card, one Trunk Diverter card (TDC) with monitoring option, relay rack, fuse panel and miscellaneous hardware needed to install the system in the Telephone Company central office. Each shelf holds up to seven TDC cards or three Line Switch and three TDC cards when the Line Switch option is used.

INB Shelf System - Additional Trunk with Monitoring

Each additional Trunk Diverter Circuit (TDC) card with the monitoring option installed in the existing INB shelf.

Line Switch or 4/2 Wire Converter Card

Optional circuit card installed in the INB Main or Expansion shelf. The Line Switch and 4/2 Wire Converter Card are installed in pairs with the Trunk Diverter Circuit (TDC) card. An INB Main Shelf can hold a maximum of three (3) Line Switch and 4/2 Wire Converter cards and three (3) Trunk Diverter Circuit cards.

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E911 ALTERNATE NETWORK ROUTING

NETWORK EQUIPMENT DESCRIPTIONS (Cont'd)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Cont'd)

INB Expansion Shelf

Consists of the Trunk Expansion Circuit (TEC) card installed in the INB Main Shelf, the Expansion Shelf and miscellaneous material needed to install the shelf in the Telephone Company central office. Each Expansion Shelf holds up to ten (10) additional TDU or five pairs of TDU/Line Switch circuit cards.

The following items of equipment interface INB Sender equipment with E911 services at the PSAP or another alternate answering facility. When the 911 call is answered, the ANI is received at the PSAP.

PSAP Responder - 1st

Consists of a single unit, mounting shelf (holds up to five PSAP Responder unit cards) and miscellaneous hardware needed for installation at the Public Safety Answering Point (PSAP). Each unit interfaces with two (2) central office ground start line circuits.

PSAP Responder - Additional

Each additional PSAP Responder unit installed at the customer premises in an available mounting shelf slot.

Central Office (CO) Responder - 1st

Installed on the incoming trunk of the 911 selective router in the Telephone Company central office. Consists of a 19 inch shelf, one CO Responder circuit card, relay rack, fuse panel and miscellaneous hardware needed to install the system. Each shelf holds up to ten (10) CO Responder circuit cards.

Central Office (CO) Responder - Additional

Each additional CO Responder circuit card installed in an available CO Responder shelf.

The following items of equipment allow the diverted 911 call to be forwarded via an alternate cellular path.

INB Cellular Transceiver

A rack mounted cellular transceiver used with the INB Shelf system or the INB Mini-Pac unit to interface the Public Switched Network to the Cellular Network. Each unit interfaces with one 911 trunk. Includes the Cellular Transceiver Unit and miscellaneous material needed to install the equipment in the Telephone Company central office.

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E911 ALTERNATE NETWORK ROUTING

NETWORK EQUIPMENT DESCRIPTIONS (Cont'd)

PROCTOR INSTANT NETWORK BACKUP (INB) SYSTEM (Cont'd)

Cellular 3 dB Antenna  
0Omni-directional 3 dB antenna used with the INB Cellular Transceiver.

Cellular 9 dB Antenna  
Outdoor antenna used in place of the standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

Telular PhoneCell Series Equipment

PhoneCell - 1M Cellular Transceiver  
Wall mounted cabinet containing the power supply, telephone network interface, cellular transceiver and the miscellaneous material needed to interface one loop or ground start telephone line to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

PhoneCell - 4M Cellular Transceiver  
Wall mounted cabinet containing four power supplies, four telephone network interfaces, four cellular transceivers, one quad antenna connector and miscellaneous material required to interface four loop or ground start telephone lines to a cellular network. The unit can be installed at either the Telephone Company central office or at the PSAP.

Cellular 3 dB Antenna  
Standard indoor antenna used with the PhoneCell 1M or 4M units.

Cellular 12 dB Antenna  
Optional antenna used in place of standard 3 dB gain antenna when additional antenna gain is needed for acceptable reception.

Rules and Regulations

The 9-1-1 Customer will need to subscribe to a business access line for each Sender unit and a business access line for each Receiver unit. The customer will be responsible for all subscriber access line charges and toll calls billed to those access lines.

911 customers subscribing to a cellular radio circuit as an alternate network will be responsible for obtaining the cellular service and paying all charges related to its use.

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E911 ALTERNATE NETWORK ROUTING

RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Teltone		
Trunk Dial Unit		
WithOUT Monitoring		
1st trunk	\$581.00	\$108.00
Additional trunk	429.00	92.00
Call Answer Unit		
WithOUT Monitoring		
1st trunk	508.00	63.00
Additional trunk	315.00	51.10
Call Transfer Unit		
WithOUT Monitoring		
1st trunk	597.00	93.14
Additional trunk	295.00	44.87
Proctor		
Mini-Pac		
WithOUT Monitoring		
1st trunk	518.00	120.87
Additional trunk	387.00	105.19
Mini-Pac		
With Monitoring		
1st trunk	518.00	134.95
Additional trunk	387.00	119.28
Shelf System		
WithOUT Monitoring		
1st trunk	597.00	170.42
Additional trunk	295.00	57.35
Shelf System		
With Monitoring		
1st trunk	676.00	191.00
Additional trunk	332.00	53.00

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E911 ALTERNATE NETWORK ROUTING

RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Expansion Shelf	\$295.00	\$ 80.71
PSAP Responder		
1st	537.00	128.00
Additional	470.00	132.92
Central Office Responder		
1st	470.00	84.27
Additional	470.00	53.84
Optional 4/2 Wire Converter	12.00	38.00
Cellular Transceiver	387.00	69.48
Cellular Antenna		
3 dB	11.00	2.01
9 dB		6.00
Telular		
PhoneCell		
1M Transceiver	797.00	56.00
4M Transceiver	878.00	161.00
Cellular Antenna		
3 dB	11.00	2.14
12 dB	86.00	4.32

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WINDSTREAM CENTREX SERVICE

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WINDSTREAM CENTREX SERVICE

EXISTING CUSTOMERS ONLY

GENERAL

WINDSTREAM Centrex Service is a Central Office based service, which provides PBX type features to multi-line business customers. Basic operating features include Direct Inward Dialing (DID), Direct Outward Dialing (DOD), Station-to-Station Dialing, and Automatic Identified Outward Dialing (AIOD) Touch Dialing and Distinctive Ringing. Digital switches such as the GTD-5 EAX, and DMS-100 are primary serving technologies.

WINDSTREAM Centrex Service will be offered in wire centers where facilities exist to provide the service.

One directory listing is provided without charge for each WINDSTREAM Centrex Service system. Additional directory listings for WINDSTREAM Centrex Service stations may be provided to the customer at the regular business extra listing rate.

WINDSTREAM Centrex Service lines may not terminate as trunks on PBX/PABX systems. The Telephone Company will determine the central office configuration required to conform to telephone company standards. Any request to deviate from these standards will be rated on an individual case basis.

Tie lines for direct connections between a WINDSTREAM Centrex Service system and other systems are provided primarily for communication between stations of the two systems.

A mixture of Flat Rate and Measured Service will not be allowed within a single customer system.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212

WINDSTREAM CENTREX SERVICE

EXISTING CUSTOMERS ONLY

GENERAL

PROPOSED SERVICE OFFERING

The tariff is designed for WINDSTREAM Centrex Service customers with a minimum 2 and maximum 100 main station lines. The WINDSTREAM Centrex Service price structure includes these functional elements:

- 1) Network Access Register
- 2) Monthly line rate
- 3) Feature Package Rate
- 4) Monthly subscriber line charge
- 5) Charges for optional features
- 6) Applicable Nonrecurring Charges

WINDSTREAM Centrex Service features are arranged in packages as shown on Sheet Nos. 3-5 of these terms of service.

- 1) Feature Series 1000
- 2) Feature Series 2000
- 3) Feature Series 3000

A customer subscribing to one of the packages may order additional prescribed optional features at the rates shown on Sheet No. 11 of these terms of service.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS

WINDSTREAM Centrex Service includes the following basic features:

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Business Group - A collection of stations having an inter-station abbreviated dialing plan for station-to-station calling and a common access to the public switched network.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Digital Tone Multiple Frequency (DTMF) - Permits a station user to have a telephone set with either rotary dial or dial pulse keypad.

Direct Inward Dialing - Enables a station user to receive local or long distance calls from outside of the business group without the aid of the attendant.

Direct Outward Dialing - Allows a station user to place local or long distance calls outside of the business group, without the aid of the attendant.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is from another station or someone outside the business group.

Station-to-Station Calling - Allows the station users in a business group to do intercom calling with less than the full 7 digit station number, commonly 3, 4, or 5 digits.

Touch Dial - Equips all station lines for touch-tone dialing.

In addition to the basic features above, WINDSTREAM Centrex Service subscribers select one of three packages which offer additional station and system features. Optional features are also available. All packages include those features in the Feature Series 1000 Package. A customer having the Feature Series 2000 Package will also have all the features in the Feature Series 1000 Package while a customer having the Feature Series 3000 Package will have the features in all three packages. These features are described below:

FEATURE SERIES 1000 PACKAGE

Call Alternation - Allows a station user to hold one call, make another call, then talk alternately between the two parties.

Call Forwarding - Permits a station user to forward calls that encounter busy and/or no answer conditions, or all calls, to a pre-defined destination.

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

FEATURE SERIES 1000 PACKAGE Cont'd

Call Hold - Enables a station user to put a call on hold and later retrieve the held call. The station user may originate or answer another call while the initial call is on hold.

Call Transfer - Allows a station user to transfer a call to another party.

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Directory Number Hunting - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If that line is busy, hunting will start with that line and continue to the end of the list.

Extended Call Pickup - Permits a station user to dial a code to apply call pickup to groups other than its own.

Group Call Pickup - Permits a station user to dial a code to answer a call which is ringing at another station within the call pickup group.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number.

Pilot Number Hunting - Uses a pilot number to access a hunt list. When the pilot number is called, all lines in the list are hunted in order until an idle line is found.

Secretarial Hunting - Arranges hunting within a department to hunt to the secretary last.

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing any chargeable calls.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

FEATURE SERIES 2000 PACKAGE (The features below are in addition to the Feature Series 1000 Package features)

Automatic Callback - Enables a station user to camp-on to a busy station, go on-hook, and be called back when the busy station becomes idle.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc.

Multiple Classes of Service - Assigns each station a class-of-service which defines its calling privileges and any features restricted from its use. Each class-of-service requires that a separate subgroup be established by the telco.

Saved Number Redial - Permits a station user to store a number in memory and then later redial the number using a code.

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - distributes calls to the pilot number throughout the hunt group to even the workload.

FEATURE SERIES 3000 PACKAGE (The features below are in addition to the Feature Series 1000, 2000 Package features)

Executive Busy Override - Allows an executive to break-in, with a break-in tone, on an existing call.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

FEATURE SERIES 3000 PACKAGE Cont'd

Incoming Call Forwarding - Restricts call forwarding of all calls to those from outside the business group.

Off-Hook Queuing - Permits a station user to wait off-hook for a busy facility.

Remote Access to Features - Enables a member of the business group to call into the business location from a remote location, and after entering a proper authorization code, can make use of the business facilities.

Ringback Queuing - Permits a station user who has activated queuing to go on-hook and be called when the busy facility comes available.

Speed Calling 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

Within Group Call Forwarding - Restricts a station user so that calls may only be forwarded to other stations in the business group.

OPTIONAL SYSTEM FEATURES (The features below can be ordered individually at the rates shown on Sheet No. 13 of these terms of service)

Automatic Route Selection (ARS) - Analyzes numbers to determine the choice of routes, as previously established by the customer.

Expensive Route Warning - Inserts a tone to warn the station user when a call is to be routed via Automatic Route Selection over an expensive route.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS. In order for a station user to access a facility, the station must have a restriction level at least equal to that of the facility.

Time of Day Routing - Allows the most economical routing choices in Automatic Route Selection to be changed as the day progresses.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

OPTIONAL SYSTEM FEATURES Cont'd

Authorization Codes - Permits the caller to dial codes which grant the caller privileges associated with the authorization code, rather than those associated with the station or remote location from which the call is being made.

Conference Calling - Permits a station user or attendant to form a conference with up to eight parties, including other stations and/or parties reached over trunks.

Code Call Access - Accesses a code call circuit in the central office which sounds codes throughout the customer's premises.

Dictation Access and Control - Provides access to customer provided telephone dictation equipment.

FX Access - Gives the customer access to and from the public switched telephone network at some remote point. FX access is always via dedicated physical trunk facilities to the remote exchange.

Intercept by Recording - Routes specified calls to a recorded announcement at the telco central office. The recording may be customized at the customer's option.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting. At least one of the members of the hunt group is assigned as the controller for 'group make busy'. Each member of the group has the ability to remove its station from the ACD hunting list.

Music-on-Hold - Provides access to a telco-provided common music source for use with call hold, transfer, park, and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Preferential Hunting - Assigns hunting to an individual line rather than a group. When the directory number of an individual line is called, the line itself is first tried, and if busy, a terminal hunting list for the line is hunted. This list may contain other members of a main hunting group or unrelated lines. If all lines are busy, hunting may end or proceed to the main hunting group, which includes the called line with this feature.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

OPTIONAL SYSTEM FEATURES Cont'd

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

Proprietary Set Interface - Provides capability for central office connectivity for business propriety sets.

Pseudo Number - A software number which has the characteristics of a basic exchange access line. A Feature Series rate is applicable to each Pseudo Number.

SMDR (magnetic tape) - Produces call detail of all trunk calls in and out of the business group that are made to both physical trunks and simulated facility groups. The telephone company will produce the records for delivery to the customer.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence. This feature is most often used with Pilot Number Hunting to shorten the list in off-hours. This feature may require a hardware key in some central offices.

Terminal Make Busy - Uses a code to make a specific terminal, or groups of terminals in a hunting group look busy. This feature may require a hardware key in some central offices.

T1 Access - Allows a WINDSTREAM Centrex Service customer to access a dedicated digital facility.

Tie Facility Access - Enables the subscriber to access physical trunk facilities to another private network.

WATS Access - Gives the customer access to an inter-exchange carrier for bulk toll calling.

800/888 Service Access - Allows 800 Service Access to terminate in the WINDSTREAM Centrex Service System.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DEFINITIONS Cont'd

OPTIONAL SYSTEM FEATURES Cont'd

OPTIONAL ATTENDANT FEATURES

Attendant Identification - Multiple Directory Numbers - Enables the attendant to identify a call to a particular directory number since a directory number can be associated with a lamp or key on the console.

Attendant WINDSTREAM Data Link Service Console Interface - Allows the use of a proprietary data-link multiplexed console which is connected to the central office. (Requires three (3) additional WINDSTREAM Centrex Service lines.)

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires WINDSTREAM Data Link Service Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires WINDSTREAM Data Link Service Console.)

Non-WINDSTREAM Data Link Service Console Interface - Allows the use of a multiline attendant instrument designed specifically for console service. A physical pair is required for each loop. Hunting group(s) can be used to distribute the calls. The central office provides some special feature operations to facilitate the transfer of calls. Sense and control points may be provided to control auxiliary functions such as night answer.

Predetermined Night Answer - Routes calls placed to the listed directory number to some predetermined station, hunt group, or station. The attendant activates this night service.

Universal Night Answer - Enables all listed number calls to be sent to one or several loud bells. An individual station user dials a code to accept the call.

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WINDSTREAM CENTREX SERVICE FEATURES  
EXISTING CUSTOMERS ONLY

<u>WINDSTREAM CENTREX SVC. FEATURES</u>	FEATURE SERIES 1000	FEATURE SERIES 2000	FEATURE SERIES 3000
CALL HOLD	X	X	X
CONSULTATION HOLD	X	X	X
CALL ALTERNATION	X	X	X
DIAL CALL WAITING	X	X	X
SPEED CALLING 8	X	X	X
CALL TRANSFER	X	X	X
CALL FORWARDING	X	X	X
THREE-WAY CALLING	X	X	X
LAST NUMBER REDIAL	X	X	X
TOLL RESTRICTION	X	X	X
DIRECTORY NUMBER HUNTING	X	X	X
PILOT NUMBER HUNTING (2)	X	X	X
SECRETARIAL HUNTING (2)	X	X	X
GROUP CALL PICKUP	X	X	X
EXTENDED CALL PICK-UP (1)	X	X	X
AUTOMATIC CALLBACK		X	X
CALL PARK		X	X
DATA LINE SECURITY		X	X
SAVED NUMBER REDIAL (1)		X	X
MULTIPLE CLASSES OF SERVICE		X	X
CIRCULAR HUNTING (2)		X	X
UNIFORM CALL DISTRIBUTION (2)		X	X
SYSTEM SPEED CALL 30		X	X
REMOTE ACCESS TO FEATURES			X
OFF HOOK QUEUING			X
RINGBACK QUEUING			X
EXECUTIVE BUSY OVERRIDE			X
INCOMING CALL FORWARDING			X
WITHIN GROUP CALL FORWARDING			X
SPEED CALLING 30 (INDIVIDUAL)			X

(See Sheet No. 11 for explanation of footnotes)

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE FEATURES  
EXISTING CUSTOMERS ONLY

WINDSTREAM Centrex Service FEATURES Cont'd

- NOTE: (1) WHERE FACILITIES AND CONDITIONS PERMIT  
(2) REQUIRES ONE OR MORE HUNT GROUPS AT THE RATES IN SECTION 19 OF THESE TERMS OF SERVICE

A customer may upgrade to another package and pay an additional Nonrecurring Charge (See sheet 14) in addition to the appropriate Service Charges in Section 6 of the Exchange Network Tariff. Line Connection charges will be rated as shown on sheet 15 of these terms of service.

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

Monthly Charges (1)

WINDSTREAM Centrex Service line rates are determined by the total number of WINDSTREAM Centrex Service lines requested.

Example: If a customer request 28 lines, all 28 lines will be billed at the 26 - 50 group line rate.

The minimum contract period of one month is available for customers with 2 - 50 lines. Customers may, at the option of the Company, sign contract agreements for periods greater than one month. WINDSTREAM Centrex Service arrangements exceeding 100 lines will be offered as outlined in Section 14 of these terms of service.

The following rates apply during the contract period and until the service is discontinued:

<u>Month-to-Month Contract</u>	<u>MONTHLY RATE(1)</u>	
2 - 25 lines, per line	\$20.61	(RI)
26 - 50 lines, per line	20.36	(RI)
<u>12 Month Contract</u>		
51-100 lines, per line	\$ 16.25	
<u>36 Month Contract</u>		
51-100 lines, per line	17.86	

NETWORK ACCESS REGISTER

A software defined path in the WINDSTREAM Centrex Service system which provides network access to the WINDSTREAM Centrex Service stations in that system.

	<u>MONTHLY RATE</u> <u>(Note 1)</u>	<u>MONTHLY RATE</u> <u>(Note 2)</u>
Network Access Register	\$ 23.00	\$ 32.92
Restricted Stations	6.00	
Limits calling to within the same business group.		

Note 1 - Rate applies to the following exchanges : Asher, Boynton, Fairfax, Kaw City, Maysville, Paden, Prague, St. Louis, Stroud, Checotah, Lindsey, and Wayne.

Note 2 – Rate applies to the following exchanges: Avant, Barnsdall, Haskell, Hominy, Meeker, Morris, Porter, Purcell, Ramona, Tecumseh, Washington, Broken Arrow, Coweta, Snug Harbor, and Wagoner.

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

Vice President  
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Little Rock, AR 72212

WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD200600242  
Order No.

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 19  
Original Sheet No. 13

WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

NOTE: (1) Does Not Include Subscriber Line Charge. Refer to Valor/Windstream FCC No. 1, Section 20 for Subscriber Line Charge. Also refer to this section of the tariff for Subscriber Line Charge Credit.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

CHARGES PER FEATURE PACKAGE (1)

<u>FEATURE PACKAGE ESTABLISHMENT CHARGES</u>	<u>NONRECURRING CHARGE(2)</u>	<u>per line</u>	<u>MONTHLY CHARGE</u>
Feature Series 1000	\$100.00		\$2.00
Feature Series 2000	150.00		2.30
Feature Series 3000	215.00		2.50
Automatic Route Selection	120.00		-

A customer who requests to upgrade to another package will pay the appropriate Nonrecurring Charge.

- (1) In addition to applicable Service Charges in Section 6 of the Exchange Network Tariff. Line Connection charges will be rated as shown on Sheet No. 15 of these terms of service.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

The Subscriber Line Credit and Line Connection Charge will be rated below based upon trunking equivalencies. Resultant rates are as follows:

Line	Subscriber Line Size	Charge Per Line, per month
	2	(\$0.60)
	3 to 5	(\$2.40)
	6 to 10	(\$3.00)
	11 to 25	(\$4.08)
	26 to 50	(\$4.80)
	51 to 75	(\$5.04)
	76 to 100	(\$5.10)
	101 +	SEE NOTE
Line	Subscriber Line Size	Line Connection Charge Per Line(1)
	2	\$ 18.00
	3 to 5	12.00
	6 to 10	10.00
	11 to 25	6.40
	26 to 50	4.00
	51 to 75	3.20
	76 to 100	3.00
	101 +	SEE NOTE

NOTE: Rates filed as outlined in Section 14 of these terms of service.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

	MONTHLY	NONRECURRING
<u>OPTIONAL SYSTEM FEATURES (8)</u>	<u>CHARGE</u>	<u>RATE</u>
WATS AccessCEN	\$25.00	
800/888 Service AccessCEN	25.00	
Tie Facility AccessCEN	25.00	
FX AccessCEN	25.00	
Limited Automatic Call Distribution	25.00	
Preferential Hunting (2)	25.00	
Stop Hunt (2)(3)	25.00	
Priority Queuing (4)	25.00	
Authorization Codes/per 10 codes	25.00	
Terminal Make Busy (3)	25.00	
Paging/Public Address Access (1)	140.00	\$ 30.00
Dictation Access (1)	140.00	30.00
Code Calling Access (1)	140.00	30.00
Music On Hold (1)	50.00	10.00
Recorded Announcement - Custom	260.00	45.00
Conference Calling 8 Port	160.00	110.00
SMDR (Mag Tape), per line		.30
T1 Access	100.00	105.00
Proprietary Set Interface		5.00
Pseudo Numbers		6.00
Automatic Route Selection Expensive Route Warning Facilities Restriction Level Time of Day Routing		175.00
<u>OPTIONAL ATTENDANT FEATURES (8)</u>		
Non-WINDSTREAM Data Link Service Console Interface (9)	50.00	
WINDSTREAM Data Link Service Console Interface	210.00	90.00
Attendant Identification Multiple Directory Number	25.00	
Pre-Determined Night Answer (PNA)	25.00	
Universal Night Answer (UNA)(1)(5)(6)	65.00	10.00
Mixed Night Answer (1)(7)	65.00	10.00
Additional Console Member	185.00	90.00
Flexible Night Answer		.25

- Note: (1) Where facilities and conditions permit. Does not include music source for Music on Hold.  
(2) Requires one or more hunt groups.  
(3) May require additional hardware.  
(4) Requires off-hook queuing.  
(5) Requires listed directory number.  
(6) Requires data-link console  
(7) Requires PNA and UNA  
(8) In addition to applicable Service Charges in Section 13 of the Exchange Network Tariff,  
Line Connection charges will apply as shown on sheet 12 of these terms of service  
(9) Requires multiline appearances normally assigned to a rotary hunt group.

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE

EXISTING CUSTOMERS ONLY

RATE REGULATIONS

Installation and non-recurring charges can be deferred over the length of any fixed term over one month. Annuity factors to utilize in deferring these charges are as follows:

12 months - .0892  
24 months - .0474  
36 months - .0336  
48 months - .0267  
60 months - .0226

EFFECTIVE: September 7, 2012

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WINDSTREAM CENTREX SERVICE

EXISTING CUSTOMERS ONLY

DATA BASE CHANGES

	<u>NONRECURRING CHARGE *</u>
Major Software Additions	\$100.00
Add Customized Dialing Plan	
Add Customer Requested Data Base Profile	
Routine Software Change**	50.00
Change Trunk Group	
Change Non-Data-Link Attendant (1)	
Change Customer Recording	
Change ARS Translations	
Change Translations Tables	

(1) Additional minor change charge for each additional console.

Data Base Additions or Changes not listed in these terms of service will be charged a rate of \$50.00 per hour, or fraction thereof.

Applies to changes to existing services.

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WINDSTREAM CENTREX SERVICE  
EXISTING CUSTOMERS ONLY

DATA BASE CHANGES (Cont'd)

	<u>NONRECURRING CHARGE</u> *
Minor Software Change**	\$25.00
Change Subgroup	
Hunt Groups	
ACD Hunt Group (1)	
Simulated Facility Group	
Queuing Groups (2)	
Night Answer (UNA/PNA) (3)	
Paging/Public Address/Code Calling (4)	
Conference Calling - 8, 16, 24 Ports	
Remote Access Directory Number (5)	
Authorization Code Validation (6)	
Music on Hold Access	
Dictation Link Access	
Standard Recording	
Extended Pick Up Code	
Executive Busy Override	
Add Line Features (7)	

- (1) Additional minor change charge for recording, queuing, station changes.
- (2) Additional minor change charge for each trunk group.
- (3) Additional minor change charge for each PNA number, zone, area.
- (4) Additional minor change charge for each area.
- (5) Additional minor change charge for each authorization code.
- (6) Additional minor change charge for each 10 codes.
- (7) Additional minor change charge to add toll control.

Data Base Additions or Changes not listed in these terms of service will be charged a rate of \$50.00 per hour, or fraction thereof.

Applies to changes to existing services. Multiple changes may be made per order.

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
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WINDSTREAM MULTIPLE LINE ENHANCED SERVICE

INDEX

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<u>Rates</u> .....	2

EFFECTIVE: September 7, 2012

Vice President  
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Little Rock, AR 72212

WINDSTREAM MULTIPLE LINE ENHANCED SERVICE

GENERAL

WINDSTREAM Multiple Line Enhanced Service (MLES) is an intraexchange service which allows the integration of multiple Business single lines and Voice Grade DS0 lines to be aggregated over a digital facility between a customer's premises and the local serving office.

WINDSTREAM MLES can be provided in capacity increments of 24 channels within a single digital facility signal.

WINDSTREAM MLES is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.

This service is available within an exchange where appropriate facilities are available as determined by the Company. This service is provided only to customers with no unpaid balances or credit history problems. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in these terms of service may be applicable.

Mileage charges for a Voice Grade 2 wire facility found in Section 8. A. will apply when a customer's request for WINDSTREAM MLES is provisioned in a central office other than the customer's local serving office.

The customer may activate any number or combination of channels within the limitations as set forth in this Section. Channels may be activated coincident with installation or at any time subsequent to the installation. Once activated, the type of service provisioned on a channel is subject to a minimum service period.

All WINDSTREAM MLES must be channelized in a single equipment location on a customer's premises. WINDSTREAM MLES cannot be split between premises, or multiple locations within a premise. Extensions (as specified in other sections of these terms of service) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

Charges for WINDSTREAM MLES will include tariffed rates found in Section 5 in these terms of service for the channelized individual Business Local Exchange Access service, including any features. All service charges found in Section 6 of these terms of service will apply. Credits will be provided at rates per channel listed below.

Any customer who terminates service before the end of the contract period will be liable for all credits provided in this section from the beginning date of the contract to the date the contract was terminated.

EFFECTIVE: September 7, 2012

Vice President  
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WINDSTREAM MULTIPL LINE ENHANCED SERVICE

RATES

WINDSTREAM MLES 12 month Large Plan:

For customers with a minimum of 12 lines at the same location, a monthly credit per channel will be provided if the customer signs up for a minimum of twelve (12) months.

\$20.00 credit

**(CT)**

WINDSTREAM MLES 24 month Large Plan:

For customers with a minimum of 12 lines at the same location, a monthly credit per channel will be provided if the customer signs up for a minimum of twenty four (24) months.

\$25.00 credit

**(CT)**

ISSUED: April 23, 2007

EFFECTIVE: May 23, 2007

Vice President  
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AUTOMATIC ANSWERING AND RECORDING SERVICE

	<u>Sheet No.</u>
General .....	1
Restrictions .....	2

EFFECTIVE: September 7, 2012

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AUTOMATIC ANSWERING AND RECORDING SERVICE

GENERAL

The Telephone Company allows connection of recording service which provides for the automatic answering of telephones, the transmission of a prepared message to the calling party and may also provide for the automatic recording of a message from the calling party.

Automatic answering and recording service may be used with all exchange and private branch exchange stations, except Public Telephone Service, where full selective ringing is employed.

The automatic answering and recording equipment automatically disconnects the called telephone after the completion of the period provided by the equipment for recording incoming messages.

Since the customer and calling parties have exclusive control over the quality and characteristics of speech used in the messages recorded, the Telephone Company has no liability for the quality of, or defects in, the recording of such messages.

The customer indemnifies and saves the Telephone Company harmless against all claims arising from the material transmitted over facilities furnished hereunder, including claims for libel, slander, fraudulent or misleading advertisements, infringement of copyright, or any other claims, and against all claims arising out of any act or omission of the customer or of the calling party in connection with facilities provided by the Telephone Company.

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AUTOMATIC ANSWERING AND RECORDING SERVICE

RESTRICTIONS

This service will not be permitted in locations where in the judgement of the Telephone Company service will be impaired to the general public as provided in the General Rules and Regulations section of these terms of service. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recorder equipment is in use is required for recording of two-way conversation. Such distinctive tone need not be produced when the recording equipment is used as follows:

With private line service which has no connection or means of connection with the exchange line facilities;

When the recording equipment is used by a Federal Communications Commission licensed broadcast station customer for the recording of two-way telephone conversations solely for broadcast over the air. (Filed in compliance with Memorandum Opinion and Order of Federal Communications Commission adopted December 13, 1972.)

By public fire and police service for recording two-way telephone conversations provided that the proper public authority certifies that the service will be used exclusively for the receipt of emergency fire and police calls.

Customer-provided recording equipment may be directly connected with local exchange service in compliance with the Federal Communication's Memorandum Opinion and Order released April 18, 1976, in Docket 19528 and Order of the United States Court of Appeals of the Fourth Circuit, in Case Number 76- 1002, et al, entered June 16, 1976.

Automatic Answering and Recording Service shall not be used for the transmission of prerecorded announcements concerning weather, time, temperature, or other information of a general public interest. Such service will be provided by utilizing the equipment specified as to type and capacity in the Announcement Systems Section of these terms of service.

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

GENERAL

Integrated Voice and Data Service (IVDS) offers digital network access between a customer's location and the Windstream local serving office. This local network access element including the Integrated Access Device (IAD) will be using a channelized loop (DS0 within a single high capacity (DS1) facility). For those Customers selecting the IVDS Network Package including the IAD, Windstream is responsible for the network device, its configuration, maintenance and other associated activities regarding the IAD. If the Customer selects to purchase the IAD, the Customer is responsible for the unit, its configuration, maintenance and other associated activities regarding the IAD.

REGULATIONS

The availability of services and ability to provide services may vary among serving central offices. Customer provided equipment used in conjunction with services provided in these terms of service must conform to the technical specifications of the Telephone Company.

The Telephone Company may change telecommunications services, equipment operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If the changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Telephone Company shall not be responsible.

CONDITIONS

Customer-provided equipment used in conjunction with services provided in accordance with these terms of service must conform to the technical specifications of the Company.

Customer requested temporary disconnection of Integrated Voice and Data Service (IVDS) are not permitted.

A change in service from a basic exchange service to Integrated Voice and Data (IVDS) is a discontinuation of service and an establishment of service and will cause a temporary interruption of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Integrated Voice and Data Service (IVDS) apply.

Rates and charges in these terms of service contemplate the use of central office equipment selected by the Telephone Company. When special central office equipment or features are provided at the request of the customer, rates and charges will be determined on an individual case basis in addition to those shown herein.

For reasons of privacy the Telephone Company will not provide, except to law enforcement officials, the following three features. This is in accordance with a waiver granted from the Commission in Docket #15042.

Trace of Call in Progress  
Trace of Terminating Calls  
Tandem Call Trace

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

CONDITIONS (Continued)

The Telephone Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Integrated Voice and Data Service (IVDS) and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

If Integrated Voice and Data Service (IVDS) will be provisioned as Foreign Exchange service, the FX and/or Inter-Office Transport rates in these terms of service are applicable.

If the Integrated Voice and Data Service (IVDS) is available from the customer's serving central office or from a central office within the customer's serving exchange, a customer must accept service from the local central office(s) or pay FX charges.

One bill will be rendered for each Integrated Voice and Data Service (IVDS).

Integrated Voice and Data Service (IVDS) is offered on a contractual basis commencing on the date the service is established.

Integrated Voice and Data Service (IVDS) and Feature rates apply each month from the time the system is placed in service until the Integrated Voice and Data (IVDS) is discontinued.

Windstream reserves the right to require all Customer Provided IAD's to meet the necessary network compatibility standards as required by Windstream.

A customer can tie together multiple IVDS service locations. Other charges (i.e. other local network charges) may apply in the multiple service locations scenarios.

For Data Connections using Frame Relay UNI Port Only, provisioning and rates are located in the Windstream Telecommunication Enterprises, LLC FCC #1 Tariff, Sections 12 and 20. The applicable Speeds available for these services are 256 Kbps, 384 Kbps, 512 Kbps, or 768 Kbps using Permanent Virtual Circuits (PVCs). Frame Relay Services provided upon availability at each serving area.

For each Integrated Voice and Data Service facility (Increments of 24 DSO's), the End User Subscriber Line Charge (SLC), as specified in Section 20 of the FCC No. 1 Tariff <sup>(1)</sup>, will be applicable to this service.

To purchase the Integrated Voice and Data Service (IVDS) the customer must activate and maintain at least four of the channels as Frame Relay Service.

(1) For informational purposes only.....A Federal SLC charge will apply for each IVDS facility at (2) times the single line SLC business rate pursuant to Section 20 of Valor/Windstream FCC Tariff No. 1.

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

CONDITIONS (Continued)

A minimum service period of 1 Year (12 months) is required for each Integrated Voice and Data Service (IVDS).

Private Line arrangements or Special Access Services connected with Integrated Voice and Data Service (IVDS) are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

Termination Liability

In the event Integrated Voice and Data Service (IVDS) is terminated by the customer prior to completion of the initial 12 or 36 or 60 months contract periods, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

$$\begin{array}{l} \text{Termination} \\ \text{Liability} \\ \text{Charge} \end{array} = 25\% \times \begin{array}{l} \text{(number of IVDS} \\ \text{lines terminated)} \end{array} \times \begin{array}{l} \text{Monthly Rate} \\ \text{per line} \end{array} \times \begin{array}{l} \text{(number of} \\ \text{remaining} \\ \text{months)} \end{array}$$

An Integrated Voice and Data Service (IVDS) customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

Credit will not be given for payments made during the formerly selected period.

Nonrecurring charges will not be reapplied.

The new contract period begins with the first billing date following the renewal.

Termination charges will not apply for the former contract period.

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

SERVICES \*\*

Following is a brief description of each Rate Element for Integrated Voice and Data Services (IVDS):

IVDS Digital Access Service  
Frame Relay – UNI Port Only  
Permanent Virtual Connections - Committed Information Rate (PVC-CIR)

Channelized Service Elements  
ValorNet™ Internet and email Services  
Windstream Long Distance Services.  
Windstream Calling Features.

IVDS customers must subscribe to IVDS Digital Access Service, Frame Relay elements, Internet Service, and Long Distance Services as described within to obtain the listed prices.

IVDS Digital Access Service – 24 Network Channels with or without the Integrated Access Devices (IAD). IAD available per service.

Frame Relay – UNI Port Only\*\*

For this service, Frame Relay Service (FRS) are a "fast packet" network service that permits the transmission of data at speeds of 256 Kbps, 384 Kbps, 512 Kbps, or 768 Kbps using Permanent Virtual Circuits (PVCs).

Permanent Virtual Connections (PVC's) and Committed Information Rate (CIR)

PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple paths (PVCs) to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations. Bandwidth speeds may vary with loop conditions, distances and any other network conditions that may cause interference with bandwidth speed. PVC - CIR to the Internet will be provisioned & charged at 50% of the port speed which is connected to the Internet Service. PVCs can be ordered to connect multiple Digital Access Services and can be set and billed to the Committed Information Rates as determined by the customer.

Provisioning and rates for Frame Relay – UNI Port, Permanent Virtual Connections (PVC's) and Committed Information Rate (CIR) can be found in the Valor/Windstream FCC Tariff #1. Frame Relay Services provided upon availability at each serving area.

\*\*Upon Availability for each serving area

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

SERVICES (Continued)\*\*

Channelized Service Elements – Local Network services of Business/Trunk lines, Centrex, FX, OPX, Tie Lines and WATS.

ValorNet™ Internet and email Services\*\* – Customers may choose their bandwidths from speeds of 256k, 384k, 512k and 768k per service. Internet Access must be provided using Windstream's Frame Relay Service Elements as listed above. The provider of the Internet Services will be the ValorNet™ or its designee and rated at the then current price sheets.

Windstream Long Distance Services. – The provider of both the Local and Toll services will be WINDSTREAM COMMUNICATIONS SOUTHWEST (WINDSTREAM) and Windstream Communications LD, or its designee. Long Distance rates are based upon the monthly usage and the customer specific contract term. Rates are tariffed under the Windstream Communiccations LD of Oklahoma, LLC.

Windstream Calling Features\*\*. – The features available with IVDS are Caller ID, Caller ID with Anonymous Call Block, Automatic Busy Redial – Saved number, Call Waiting, Call Waiting ID, Cancel Call Waiting, Call Forward Variable, Custom Call Forwarding, Custom Call Acceptance, Auto Call Return, Three Way Calling, Personal Alert, and Call Block.

Definitions of the Features are provided in Section 9 of these terms of service.

\*\*Upon Availability for each serving area

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

RATES AND CHARGES

	NRC	Monthly Rate Per Line 1 year	Monthly Rate Per Line 3 year	Monthly Rate Per Line 5 year
<u>IVDS Digital Access Service with IAD</u>	\$375.00	\$280.00	\$190.00	\$160.00
<u>IVDS Digital Access Service without IAD</u>	\$375.00	\$190.00	\$140.00	\$110.00
 <u>Channel Activations<sup>(1)</sup></u>				
Business Line/Trunk (per Channel)	\$0.00 (RI)	\$18.00	\$18.00	\$18.00
Centrex Line (per Channel)	\$0.00	\$21.50	\$21.50	\$21.50
FX <sup>(2)</sup> , OPX, Tie Line, and WATS (per Channel)	\$0.00	\$30.00	\$30.00	\$30.00

(1) Applicable service charges as shown in Section 6 of these terms of service.

(2) Required element per Channel.

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

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INTEGRATED VOICE AND DATA SERVICES (IVDS)

RATES AND CHARGES (Continued)

<u>Calling Features</u> <sup>(1)**</sup>	Monthly Rate
Caller ID	(1)
Caller ID with ACB	(1)
Automatic Busy Redial- Saved number	(1)
Call Waiting	(1)
Call Waiting ID	(1)
Cancel Call Waiting	(1)
Call Forward Variable	(1)
Custom Call Forwarding	(1)
Custom Call Acceptance	(1)
Auto Call Return	(1)
Three Way Calling	(1)
Personal Alert	(1)
Call Block	(1)

Long Distance & Internet Services

- The provider of both the Local and Toll services will be WINDSTREAM COMMUNICATIONS SOUTHWEST (WINDSTREAM) and Windstream Communications LD, or its designee. The rates for the Intrastate Long Distance can be located in the Long Distance Message Toll Tariff for WINDSTREAM COMMUNICATIONS SOUTHWEST. The rates for all other Toll can be located in the Windstream Communications LD tariff.
- The provider of the Internet Services will be the ValorNet™ or its designee. The rates will be determined at the then current price sheets.

(1) Rates for features are provided in Section 9 of these terms of service.

\*\*Upon Availability for each serving area.

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

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## TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

### Description of the Service

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for NSEP service by the Telephone Company.

### Obtaining TSP System Service

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for NSEP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

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## TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

### Provisioning Priority

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for National Security Emergency Preparedness (NSEP), the customer may elect to invoke NSEP Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

### Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service in one month.

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

Obligations of the Customer

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.

In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

When a customer invokes NSEP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking NSEP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every three years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated July 9, 1990 prescribes specific conditions which warrant NSEP Treatment and related procedures.

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

Obligations of the Telephone Company

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore NSEP services assigned restoration priority 1
- Provision Emergency (E) NSEP services
- Restore NSEP services assigned restoration priority 2, 3, 4 or 5
- Provision NSEP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of NSEP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service Vendor Handbook" dated July 9, 1990.

Rates and Charges

The following rates and charges are in addition to all other rates and charges that may apply for services offered under these terms of service which operate in conjunction with the TSP System.

Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered with provisioning and/or restoration priority. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring <u>Charge</u>
Per Access Line/Circuit	\$ 14.50

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

Rates and Charges (Continued)

Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(1) Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 10, Charges Applicable Under Special Conditions.

(2) Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date. The rates and charges will apply as set forth in Section 6, Expedited Due Date Charge.

Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies when a restoration priority code (1, 2, 3, 4 or 5) is specified in position 12 of the authorization code.

	Monthly <u>Rate</u>
Per Access Line/Circuit	\$4.90

EFFECTIVE: September 7, 2012

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

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## SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

### GENERAL

These terms of service contains regulations, rates and charges applicable to the provision of certain functional network capabilities. These capabilities, services for Enhanced Service Providers (ESPs), expand the ability of ESPs to provide services to their clients through the use of the public switched telephone network. These network capabilities are provided by, hereinafter referred to as the Telephone Company.

Services for ESP's are furnished only in central office areas where facilities and equipment, as determined by the Telephone Company, permit.

Services in this section of the tariff, designed primarily for ESPs, are also available to others.

### ESP SERVICES

ESP services are services offered by the Telephone Company in conjunction with exchange access line service as outlined in ESP's Obligation of these terms of service. Customers may order and utilize these services to connect to the Telephone Company's local exchange network to provide enhanced services to the customer's clients. These services are as follows:

#### Message Waiting Indication - Audible

Message Waiting Indication provides the ability for a customer to send and a customer's client line to receive an alerting signal in the form of an audible stutter dial tone. The alerting signal will be used by the customer to inform its clients that call information is waiting for them. This service is used in conjunction with Forwarded Call Information - Intraoffice.

#### Forward Call Information - Intraoffice

Forward Call Information provides data of each time a call to a client's telephone number had been forwarded to the customer's enhanced service number and the condition under which the call was forwarded. These conditions or reasons include when a client's line is:

- busy;
- not answered;
- either busy or not answered; or
- used to call the customer directly

Customer subscribing to this service must also subscribe to WINDSTREAM Data Link Service.

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### SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

#### ESP SERVICES (Cont'd)

##### WINDSTREAM Data Link Service

The facility that connects the customer's location to the Telephone Company's central office. This facility provides the capability of delivering to the customer information such as the called number, the call forwarded number, and the condition of the call being forwarded by each central office serving area in which the customer wishes to offer enhanced services. Customers subscribing to this service must also subscribe to Forwarded Call Information - Intraoffice.

##### Queuing

Queuing provides customers subscribing to PBX Access lines or WINDSTREAM Centrex Service lines arranged in a multiline hunt group the capability to equip that group with a queuing feature. Calls made to a multiline hunt group equipped with the queuing feature complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed in queue and waits its turn to be served.

##### User Transfer

User Transfer provides customers subscribing to PBX Access or WINDSTREAM Centrex Service lines, used in conjunction with an ESP's equipment, the ability to temporarily hold an established call, originate another call to a third party, and then transfer the first call to the third party. When a call has been transferred the original line/trunk is cleared to place or receive another call.

##### Customer Controllable Ringing (CCR)

Customer Controllable Ringing provides the end user with the ability to control the number of ringing cycles applied before a call is forwarded to the integrated voice mail server. The end user may choose to have his/her calls forwarded after one (1) to nine (9) rings.

##### Message Waiting Indication-Audible Ring Burst (ARB)

In addition to the stutter dial tone that advises an end user that he/she has a message waiting, this feature further alerts the customer by ringing his/her telephone at a special cadence at repeated intervals.

##### Message Waiting Indication - Visual

Enables a signal to be sent to the end user's CPE which activates a light, the light indicates that the end user has a message waiting.

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## SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

### DEFINITIONS

Client - Denotes any individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered by the customer (ESP) utilizing those services provided under this section of the tariff.

Customer - Denotes an ESP, individual, partnership, association, joint-stock company, trust corporation, or governmental entity or any other entity which subscribes to the services offered under this section of the tariff.

Enhanced Service Provider (ESP) - A customer who, in accordance with applicable regulatory requirements, claims the status of an Enhanced Service Provider and who provides an enhanced service under Section 64.702 of the FCC's Rules.

ESP Bill Option - An ordering and billing option that allows a customer, on behalf of that customer's clients, to order and pay for the provisioning and monthly recurring charges of only those services necessary to establish a call forwarding service or a forwarded call information service. Should a client dispute authorization for the exercise of this option in conjunction with his/her service, the customer will be held liable for orders involving clients for whom no agency agreement exists.

### RULES AND REGULATIONS

#### Undertaking of the Telephone Company

The limitation of the Telephone Company's liability is set forth in Section 4 of these terms of service.

The Telephone Company may disconnect the customer's service for failure to comply with any provision(s) of these terms of service or any Tariff of the Telephone Company.

ESP Client Services billed to ESP orders can only be accepted if the client line is specified and available for provisioning.

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

RULES AND REGULATIONS (Cont'd)

Undertaking of the Telephone Company (Cont'd)

If the Telephone Company finds the provision of ESP services, as outlined herein, is adversely affecting or would adversely affect the Telephone Company's ability to provide, complete or maintain the level of or quality of its other services to its exchange telephone customers, the Telephone Company may refuse to provide or may discontinue providing such services.

Late payment charges, as defined in Section 4 of these terms of service, will apply to all services contained in these terms of service.

ESP services will not be provided in connection with Public Coin Telephone Service, Semipublic Coin Telephone Service.

Charges for calls between the originating location and the call forward equipped line are applicable in accordance with regularly filed tariffs for operator, station or person toll.

The Telephone Company is not required to notify an ESP customer when the Telephone Company disconnects a service of another customer who is also the ESP's client.

Enhanced Service Provider's Obligations

Customer services as outlined herein and the promotion and provision thereof must comply with all applicable federal, state and local laws, rules and regulations.

The customer shall indemnify, defend, protect and save harmless the Telephone Company against any and all losses, claims, demands, suits, causes of action, damages, costs or liability in law or in equity of every kind and nature whatsoever, including attorney's fees, arising directly or indirectly from the service or in connection therewith, including but not limited to any loss, damaged expense, or liability resulting from any infringement or claim or infringement of any patents, trademarks, or copyright, or resulting from any claims of libel or slander.

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

RULES AND REGULATIONS (Cont'd)

Enhanced Service Provider's Obligations (Cont'd)

The customer is responsible for all provisioning and monthly recurring charges for billed-to-ESP services including those situations in which the customer's client and/or the Telephone Company has temporarily suspended or disconnected that client's service.

The customer has exclusive responsibility and control over the content, quality, and characteristics of services or conversations conducted over the customer's equipment. The Telephone Company assumes no liability for the quality, defects in, or content of those services. The customer shall exclude from its services any matter, the dissemination of which is prohibited by law, or by rules, regulations or order of any governmental agency.

The customer shall not publish or use any advertising, sales promotion material, or other publicity relating to the subject matter of ESP Services wherein the Telephone Company's name or language, signs, markings or symbols are used, from which the connection of the Telephone Company's name therewith may be, in the Telephone Company's judgement, reasonably inferred or implied without the prior written approval of the Telephone Company.

The customer is financially responsible for any and all costs and expenses involved in providing its services, including, but not limited to, the customer's premises equipment, program development, advertising, and promotional expenses. The customer is financially responsible for all facilities required to connect the customer's equipment to the Telephone Company's serving wire center, in accordance with all applicable rates and charges under the Telephone Company tariffs.

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

RULES AND REGULATIONS (Cont'd)

Enhanced Service Provider's Obligations (Cont'd)

Customer's subscribing to the services outlined in these terms of service, are required to subscribe to PBX facilities or WINDSTREAM Centrex Service lines capable of supporting the enhanced service(s) being offered. Also, they may be required to subscribe to as many additional PBX facilities or WINDSTREAM Centrex Service lines as, in the judgment of the Telephone Company, are required to adequately handle calls without impairing service to others.

The customer is responsible for disconnecting ESP Services ordered for its client(s), including those situations where the customer's client(s) no longer have service with the Telephone Company.

The customer is responsible for the payment of applicable charges for each forwarded call completed in conjunction with User Transfer Service.

Client Obligations

Charges are applicable to the client's line equipped with Call Forwarding Busy Line and/or No Answer - Fixed for each completed call between their call forwarding equipped line and the customer's number to which the call is forwarded.

Billing and Remittance

The Telephone Company will not make adjustments resulting from poor transmission quality caused by the customer's equipment.

The customer's services may be discontinued pursuant to the procedures set forth in Section 4 for failure to make full payment for the Telephone Company's services provided under these terms of service.

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

RATE AND CHARGE REGULATIONS

Any change to the customers preselected telephone number to which client's telephone calls are redirected will incur applicable service ordering charges.

The ESP Bill Option as defined in this section of the tariff may only be exercised by a customer utilizing ESP Services to offer an enhanced service.

Unless otherwise indicated, services available to WINDSTREAM Centrex Service customers will be billed in accordance with the rates, charges, and conditions included in the WINDSTREAM Centrex Service Tariff as described in Section 19.

RATES AND CHARGES

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
Call Forwarding Busy Line - Fixed Per Client Line Arranged			
Call Forwarding No Answer - Fixed Per Client Line Arranged			
Call Forwarding Busy/ No Answer - Fixed Per Client Line Arranged		3.99	<b>(CR)</b>
Message Waiting Indication - Audible Per Client Line Arranged		.50	
Forwarded Call Information Intraoffice Per Client Line Arranged		3.99	<b>(CR)</b>

Applicable service charges from Section 6.  
Rates in Section 9

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EFFECTIVE: February 1, 2008

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SERVICES FOR ENHANCED SERVICE PROVIDERS (ESP)

RATES AND CHARGES (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	
WINDSTREAM Data Link Service Per WINDSTREAM Data Link Service Arranged	\$500.00	\$300.00	
Queuing Per WINDSTREAM Centrex Service Line or Trunk Arranged		1.50	
User Transfer Per WINDSTREAM Centrex Service Line or Trunk Arranged		2.25	
Call Forwarding Busy, Call Forwarding No Answer, Message Waiting Indication, and Forwarded Call Information		2.00	
Customer Controllable Ringing (CCR), per Line		2.49	<b>(CR)</b>
Message Waiting Indication - Audible Ringing Burst (ARB), per line		1.00	
Five Feature Package (Call Forwarding Busy/No Answer Fixed, Message Waiting Indication-Audible, Forwarded Call Information-Intraoffice, Message Waiting Indication- Audible Ring Burst, Customer Controllable Ringing, per Line		2.75	
Message Waiting Indication-Visual		.50	

Applicable service charges from Section 6.

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EFFECTIVE: February 1, 2008

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SWITCHED DATA SERVICE

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## SWITCHED DATA SERVICE

### GENERAL

This section contains the application, definitions, description, regulations, and rates applicable to Switched Data service. This service is furnished by the Telephone Company where technological capabilities exist.

### DESCRIPTION OF SERVICE

Switched Data service is a network service which provides the capability for switched digital end-to-end data transport.

#### Switched Data Individual Line Loop Extension

An extended loop capability which transports Switched Data usage between the customer premises and the local serving central office. Each Switched Data Individual Line Loop Extension provides one channel which supports data transmission only. Each channel can transmit up to 56,000 bits per second, or up to 64,000 bits per second, depending on technology.

#### Switched Data Channel Access (DS1)

A 1.544 Megabits per second high capacity digital facility which transports Switched Data usage between the customer premises and the local serving central office on a channel basis. Each Switched Data Channel Access provides 24 digital channels which support data transmission only. On a per channel basis, the customer can transmit data up to 56,000 bits per second.

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SWITCHED DATA SERVICE

DEFINITIONS

Asynchronous

A method of transmitting data in which each transmitted character is preceded by a start bit and followed by a stop bit, thus permitting the interval between characters to vary.

Bit

A binary digit. The smallest unit of information in the binary system of notation.

Bits Per Second

The number of bits transmitted per second. A measure of the speed of transmission of digital information.

WINDSTREAM Centrex Service

Allows intercom (IC) calling (abbreviated calling) between stations in the same customer group without incurring usage.

DS1

A digital transmission facility which transmits data at 1.544 Megabits per second (Mbps). The DS1 is divided into 24 voice grade channels capable of carrying a transmission speed of 56 Kilobits per second (Kbps).

Digital

Information which is expressed in discrete or non-continuous form.

Full Duplex

Type of communication that supports the transmission of signals in both directions simultaneously. This is not associated with simultaneous transmission of voice and data communications.

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SWITCHED DATA SERVICE

DEFINITIONS (Cont'd)

Half Duplex

Type of communication that supports transmission of signals alternately in both directions, but is not capable of simultaneous and independent transmission and reception. This is not associated with simultaneous transmission of voice and data communications.

Hunting

A search through a group of numbers until an idle station is found or the last number of the group is reached.

Off-Peak

The Off-Peak period for usage rating is from 5:00 PM to 7:59 AM.

Peak

The Peak period for usage rating is from 8:00 AM to 4:59 PM.

Speed Calling

Permits faster calling of frequently used numbers by pressing a button or dialing one to three digits.

Synchronous

A method of transmitting data in which the data characters (bits) are transmitted in a continuous stream with the beginning of one data character (bit) being contiguous with the end of the preceding one thus eliminating the need for individual start bits and stop bits.

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SWITCHED DATA SERVICE

STANDARD FEATURES

Data Line Security

This feature prevents a call from being interrupted by override tones, such as a call waiting tone, or other test or busy verification tests that would interrupt the flow of data.

Intercom Dialing

This feature allows customer group stations to complete calls to other stations without the assistance of an attendant, by dialing a 2 through 7 digit number. Usage rates will not apply to intercom dialing. This feature is applicable to WINDSTREAM Centrex Service customer groups only and is restricted to the serving wire center only.

Direct Dialing

This feature allows the user to place local and long distance calls without the assistance of an attendant by using the standard 7 through 10 digit dialing methods.

OPTIONAL FEATURES

Data Direct Connect

This feature provides an automatic connection between a Switched Data calling line that goes off-hook and a predetermined location.

Data Closed User Group

This feature, restricted to WINDSTREAM Centrex Service lines, provides partitioning of Switched Data lines into groups where calls within such a group are allowed, but calls between such groups are denied.

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SWITCHED DATA SERVICE

OPTIONAL FEATURE PACKAGE

The following feature package is available for use with Switched Data service:

Feature Package Data 1000 includes:

Data Toll Restriction - This feature will restrict toll calls from being placed over Switched Data lines.

Data Sequential Hunt Group - This feature assigns a lead telephone number to the hunt group. Hunting is sequential, i.e., starting at the first line assigned to the lead telephone number and ending at the last line within the hunt group.

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SWITCHED DATA SERVICE

REGULATIONS

In addition to the following regulations, the appropriate regulations in other sections of these terms of service will also apply.

Switched Data Service is comprised of the following rate elements:

- Switched Data Customer Line
- Service Connection Charges
- Optional Features
- Software Reconfiguration Charge
- Network Usage Charge

The minimum billing period for which service is provided is one month.

FCC Subscriber Line Charges as specified in Section 13 of the Valor/Windstream FCC No. 1, will apply to Switched Data service.

For Presubscription to an Interexchange Carrier, the rates and regulations as set forth in Section 6 of the Valor/Windstream, FCC No. 1 will apply to Switched Data Service.

A directory listing for Switched Data service will be provided, upon request, in accordance with Section 9 of these terms of service.

Switched Data Individual Line Loop Extension can be provided where:

- A customer's local serving central office capable of providing Switched Data.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest designated central office capable of providing Switched Data Service. Interoffice digital data service (DDS) mileage will apply from the non-capable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data service to the customer will be utilized.

Note: Oklahoma Facilities for State Access Tariff, Section 5, (56 Kbps) (-SWDLEMI).

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SWITCHED DATA SERVICE

REGULATIONS Cont'd

Switched Data Channel Access can be provided where:

- A customer's local serving central office is capable of providing Switched Data.
- A customer's local serving central office is not capable of providing Switched Data. The Telephone Company will determine the nearest central office capable of providing Switched Data Service. Interoffice digital high capacity mileage (1.544 Mbps) will apply from the non-capable central office to the central office capable of providing Switched Data at the rates shown in the appropriate tariff. (See Note) In this situation, the dialing plan associated with the central office that will be providing the Switched Data Service to the customer will be utilized.

Dialing Method

Access to Switched Data Service is obtained through a dial-up connection via the public switched telephone network using the standard 7 through 10 digit methods. Origination of calls for 800/888, 900, 976, 0- (intraLATA) and 0+ (intraLATA) is restricted.

TECHNICAL REQUIREMENTS

Switched Data requires the use of customer provided data equipment which must be compatible with the Telephone Company's equipment and facilities.

APPLICATION OF RATES

Rates and charges specified in other sections of the tariff for services provided in conjunction with Switched Data Service (i.e., Feature Call Pak features, WINDSTREAM Centrex Service features, etc.) are in addition to the monthly rates for Switched Data Service.

Customer Premises Channelization is an optional component of Switched Data Channel Access. The customer has the option of supporting premises channelization with its own customer provided equipment devices or having the Telephone Company do so at the tariffed rates specified in these terms of service for such support. Both the Customer Premises Termination per access (24 channels) and the Customer Premises Channelization per channel will apply if provided by the Telephone Company.

Note: Oklahoma Facilities for State Access Tariff, Section 5, (DS1).

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SWITCHED DATA SERVICE

RATES

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
<u>SWITCHED DATA INDIVIDUAL LINE LOOP EXTENSION</u>		
Switched Data - Individual Line Loop Extension Access - Single Line	\$50.00	\$50.00 (2)
Switched Data - Individual Line Loop Extension Access - WINDSTREAM Centrex Service	\$50.00	\$50.00 (2)
Switched Data Individual Line Loop Extension Channel, per line Single Line	50.00 12.00	
WINDSTREAM Centrex Service	50.00	15.00
Switched Data - Interoffice Mileage		(3)

- (1) In addition to the applicable Service Order Charge in Section 6 of these terms of service.
- (2) This rate is in addition to the FCC Subscriber Line Charge from Section 20 of the Valor/Windstream FCC No. 1
- (3) Digital Data Service (56 Kbps) mileage charges in the Oklahoma Facilities for State Access Tariff

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SWITCHED DATA SERVICE

RATES

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
<u>SWITCHED DATA CHANNEL ACCESS</u>		
Switched Data Channel Access (DS1), (24 channels)	(2)	(2) (3)
Switched Data Central Office Termination, per Access Agreement	\$125.00	\$150.00
Switched Data Central Office Channelization - per channel activated	0.00	5.00
Switched Data - Interoffice Mileage		(4)

- (1) In addition to the applicable Service Order Charge in Section 6 of these terms of service.
- (2) The DS1 Special Access Line Rate, as set forth in Oklahoma Facilities for State Access Tariff, will apply.
- (3) This rate is in addition to the FCC Subscriber Line Charge from Section 20 of the Valor/Windstream FCC No. 1.
- (4) DS1 (T1) mileage charges in the Oklahoma Facilities for State Access Tariff.

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SWITCHED DATA SERVICE

RATES (Cont'd)

SWITCHED DATA CHANNEL ACCESS (Cont'd)

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
SOFTWARE RECONFIGURATION CHARGE, Rate Per Occurrence	\$12.75	

This charge is applicable for any software changes that are required to make changes to Optional Features (e.g., changing Speed Call Lists, Data Direct Connect destination, etc.) of Feature Packages.

	<u>Nonrecurring Charge (1)</u>	<u>Monthly Rate</u>
OPTIONAL FEATURES, PER LINE		
Data Direct Connect	(2)	\$1.00
Data Closed User Group	(2)	1.00
OPTIONAL FEATURE PACKAGES		
Data 1000, per line (3)	(2)	3.00

- (1) In addition to the applicable Service Order Charge in Section 6 of these terms of service.
- (2) If ordered on subsequent activity, the appropriate Service Order Charge in Section 6 of these terms of service will apply.
- (3) This Service is to be utilized when the customer selects not to utilize data toll restriction.

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SWITCHED DATA SERVICE

RATES (Cont'd)

NETWORK USAGE

Switched Data Network Usage will be billed to the originating end of the Switched Data call which terminates within the local calling area only. Intercom dialing will not be subject to the usage rate. The network usage charge does not apply to calls placed over the long distance telecommunications service (toll) network. For Switched Data calls terminating outside the local calling area the applicable toll charges will apply. Switched Data Network Usage Detail will be provided at the rate as set forth in Section 6 of these terms of service.

	Usage <u>Rate</u>
Switched Data Network Usage, per minute	(1)

(1) Usage rates as specified in Section 5 of these terms of service will apply.

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WINDSTREAM COMMUNICATIONS SOUTHWEST  
Cause No. PUD 970000014  
Order No. 549465

OKLAHOMA LOCAL TERMS OF SERVICE  
SECTION 26  
First Revised Index Sheet No. 1  
Cancels Original Index Sheet No. 1

COIN TELEPHONE SERVICE

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ISSUED:

EFFECTIVE: January 30, 2008

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COIN TELEPHONE SERVICE

COPT - Coin Line Service

GENERAL

Customer-Owned Pay Telephone (COPT) Coin Line Service is a coin voice grade exchange line that provides switch based dial tone first (DTF) coin line functionalities for non-local Exchange Company customer-owned pay telephones.

COPT Coin Line Service is provided at the request of a COPT provider that provides pay telephone service with switch based coin line functionalities to the public on a resale basis.

A COPT Coin Line subscriber must use a separate COPT Coin Line for each pay telephone instrument installed and will be billed the tariffed rate for each line. Off-premise extensions to a COPT Coin Line are not permitted.

Where COPT Coin Line Service is provided, any type or grade of residence or business service offered regularly at that location may also be furnished, provided such residence or business service is confined to locations solely for use by the particular establishment.

The Company shall not be liable for shortages of coins deposited and/or collected from the COPT Coin Line subscriber's equipment.

Company shall not be liable for end-user fraud associated with failure of the subscriber's equipment to perform.

Suspension of service for nonpayment as specified in Section 4 of these terms of service is not applicable to COPT Coin Line Service unless the instrument is located within an establishment which is temporarily closed and, as such, will be totally inaccessible to the general public for the period of suspension. In all cases, the decision to permit suspension of service for a COPT Coin Line rests with the Company.

The carriage and completion of local and intraLATA toll messages are provided by the Company.

COPT Coin Line Service will be provided from central offices where facilities are available.

ISSUED:

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COIN TELEPHONE SERVICE

COPT - Coin Line Service (Continued)

FEATURES

Service is provided in equal access Stored Program Control (SPC) central offices where coin line control equipment is available.

Service is provided on a one-way or a two-way basis at the customer's option.

Coin signaling, including coin collect and coin return, is provided by the network. Coin collect identifies when a call is completed. Coin return occurs when a no answer or busy signal is encountered.

Billed Number Screening (BNS) is provided for the automatic blocking via validation data bases of third number billing, collect billing, or both to the line.

Selective Class of Call Screening is provided to alert operator services systems (live and mechanical) that a call is originating from a COPT Coin Line which may require special handling and billing treatment.

Central office 900 and 976 blocking is provided.

Standard recorded announcements used for calls from the Company's Public Telephone Service pay telephones are used for calls that originate from a COPT Coin Line.

All 0-, 0+ and 1+ intraLATA toll calls and 0+ local calls are handled by the Company's operator services system.

All 0+ interLATA calls are routed to the presubscribed carrier.

Coin sent paid InterLATA calls from COPT Coin Lines may be routed to any Interexchange Carrier selected by the customer who has the required coin signaling capabilities (i.e., coin recognition, coin control, etc.) which are required to complete the call.

COPT Coin Line service will be provisioned where technologically feasible.

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COIN TELEPHONE SERVICE

COPT - Coin Line Service (Continued)

RESPONSIBILITY OF THE SUBSCRIBER

The subscriber is subject to the requirements for COPT Service as set forth previously.

The subscriber is responsible for the payment of all charges for outgoing sent-paid local calls and message toll telephone service calls.

Special billing and coin sharing arrangements between a COPT Coin Line Subscriber and another carrier are the responsibility of the COPT Coin Line subscriber.

It is the subscriber's responsibility to ensure instruments used in conjunction with the COPT Coin Line Service are compatible with the Company's network.

RATE REGULATIONS

No charge will be imposed for incoming calls.

Sent-paid local calls will be rated by the Central Office.

Operator assisted sent-paid local calls will be rated to the end-user plus the appropriate additive operator service charges as shown in the Windstream- Long Distance Message Telecommunications Services (LDMTS) Tariff. Non-sent paid local calls will be charged service charges and the appropriate additive operator service charges as specified in the Windstream-LDMTS Tariff.

Operator assisted sent-paid toll calls will be rated to the end-user at the message telecommunications rate, plus the appropriate additive operator service charges as specified in Windstream- LDMTS Tariff. Non-sent paid Long Distance Service calls will be rated to the end-user at the long distance rate and the appropriate additive operator service charges as specified in the Windstream- LDMTS Tariff.

The appropriate service charges as specified in Section 6 of these terms of service are applicable for each COPT Coin Line installed, moved, or changed.

Rates for Verification/Interrupt Service are as specified in Section 9 of these terms of service.

Calls to 1411 Directory Assistance will be charged the rate specified in Section 17 of these terms of service.

Subscribers to Customer-Owned Pay Telephone (COPT) Coin Line Service may be listed in the directory as specified in Section 7 of these terms of service.

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COIN TELEPHONE SERVICE

RATES AND CHARGES

The following rates and charges will apply on a per access line basis:

	Nonrecurring Monthly <u>Charges</u>	<u>Rate</u>
COCT ACCESS LINE	(1)	(2)
SELECTIVE CLASS CALL SCREENING	(3)	(3)

ANSWER SUPERVISION

Answer Supervision is the line side functionality that provides an electrical signal to the calling end of a switched telephone connection when the called line goes off-hook. COPTS Answer Supervision will be provided for use with COPT Service as specified in these terms of service schedule to assist in determining when billing for a specific call should commence.

	<u>Monthly Rate</u>
Per Line	\$ 9.60

COIN LINE SERVICE

	Nonrecurring <u>Charges</u>	<u>Monthly Rate</u>
2 Way Service	(1)	\$33.85 (4) 36.90 (5) 45.49 (6)
1 Way Service	(1)	\$33.85 (4) 36.90 (5) 45.49 (6)

- (1) Applicable Business Class of Service Order Charges as shown in Section No. 6 of these terms of service.
- (2) Applicable B1 Rates as shown in Section 5 of these terms of service.
- (3) Applicable charges as shown in Section 9 of these terms of service.
- (4) Applicable to the following exchanges: Asher, Boynton, Farifax, Kaw City, Maysville, Paden. Prague, St. Louis, and Stroud
- (5) Applicable to the following exchanges: Checotah, Lindsey, and Wayne
- (6) Applicable to the following exchanges: Avant, Barnsdall, Haskell, Hominy, Meeker, Morris, Porter, Purcell, Ramona, Tecumseh, Washington, Broken, Arrow, Coweta, Snug Harbor, and Wagoner

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

General

Digital (ISDN) Single Line Service is a local exchange telecommunications service which is provided via Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and features.

Conditions

Customer-provided equipment used in conjunction with services provided in accordance with these terms of service must conform with the technical specifications of the Company. ISDN CPE is dependent upon commercial power. In the event commercial power is interrupted for any reason, the CPE will be rendered inoperable.

The Company may change telecommunications services, equipment, operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Company shall not be responsible.

Customer requested temporary disconnection of Digital (ISDN) Single Line services are not permitted.

A change in service from a basic exchange service to Digital (ISDN) Single Line service is a discontinuation of service and an establishment of ISDN service and will cause a temporary interruption of service. Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) Single Line services apply.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

Conditions (Continued)

The Company makes no guarantee and assumes no liability for resale or sharing by the customer of the Digital (ISDN) Single Line Service and its associated facilities, including (without limitation) the failure of any person to pay the customer's or reseller's billing for any reason whatsoever, including (without limitation) denied toll calls and toll fraud.

When Digital ISDN Single Line Service is desired at a customer location that is not served by an ISDN capable central office, the service will be provisioned from a central office that can support Digital (ISDN) WINDSTREAM Centrex Service. If the central office is within the same serving exchange as the customer, Foreign Switching Office mileage charges are NOT applicable.

If Digital (ISDN3) Single Line Service will be provisioned as Foreign Exchange service, the FX rates in these terms of service are applicable. The FX rates in these terms of service are applicable ONLY for the provisioning of ISDN in exchanges not facilitated, at this time, to provide the service.

One bill will be rendered for each Digital (ISDN) Single Line Service.

Digital (ISDN) Single Line Service is offered on a contractual basis commencing on the date the service is established.

Digital (ISDN) Single Line Service Line and Feature Packages rates apply each month from the time the system is placed in service until the Digital Single Line Service is discontinued.

If remote units are required to provide switching capabilities for intra-communication purposes, they will be located on Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with Digital Single Line Service are provided by and remain the property of the Company.

Rates and charges for Digital (ISDN) Single Line Service contemplate the use of central office equipment selected by the Company. When special central office equipment or features are provided at the request of the customer, special assembly rates and charges may be applied in addition to those shown herein.

A minimum service period of one month is required for each ISDN Single Line service.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICE

Conditions (Continued)

Private Line arrangements or Special Access Services connected with Digital Single Line Service are subject to rates, rules, and conditions as set forth in the appropriate tariffs.

Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

Space Requirements

Suitable and sufficient space for any remote units required shall be leased by the Company from the customer.

Suitable space includes provisions for atmospheric control and encompasses the following environmental requirements:

- Dust free
- Controlled temperatures ranging from 50° to 86° Fahrenheit, with consideration given to heat loss and/or gain of the equipment
- Relative humidity of 20% minimum and 55% maximum

Commercial power necessary to operate the remote units, if required, shall be provided by the customer and located on the customer's premises.

Termination Liability

In the event Digital (ISDN) Single Line Service is terminated by the customer prior to completion of the initial 12 or 36 months contract period, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

Termination  
Liability = 25% X (number of lines X Monthly Rate X (number of  
Charge terminated) per line remaining  
months)

A Digital (ISDN) Single Line customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period.
- Nonrecurring charges will not be reapplied.

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Conditions (Continued)

- The new contract period begins with the first billing date following the renewal.
- Termination charges will not apply for the former contract period.

Data sent to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps. (Some interexchange carriers do not offer transmission at 64 kbps).

The D-Packet Switched Data Channel allows transmission of packet-switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

Description of Service

Digital (ISDN) Single Line Service is composed of the following elements:

- Single line access (includes B-Voice/CSD on each B channel)
- Line/Channel - choose one or a combination of:
  - B-Voice/CSD, per line
  - B-Packet, per channel
  - D-Packet, per channel

Digital (ISDN) Single Line Service is digital exchange service.

Each Packaged Service is associated with a digital local loop, not with a channel.

Each digital local loop is arranged with a B-Channel or D-Channel configuration, or both a B-Channel and D-Channel configuration.

Digital (ISDN) Single Line Access is a service which terminates a digital local loop at the central office and permits access to the exchange network. Only one Digital (ISDN) Single Line access element is required for each digital local loop.

A customer may order multiple Single Lines.

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

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Description of Service (Continued)

The B-Voice/Circuit Switched Data Channel (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

A Digital (ISDN) Single Line Access arranges a digital local loop for an individual user.

Digital (ISDN) Single Line Access provides support for connecting from one to eight terminals belonging to the same customer on an individual digital local line.

More Than Two B-Channel Terminals on a BRI allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital Single line.

Additional Telephone Numbers

Up to two primary telephone numbers are provided with each activated Digital (ISDN) Single Line one for each of the two (2) channels. If an additional telephone number is required on either channel, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates as found elsewhere in these terms of service. Usage is recorded by primary telephone number for each channel. Blocks of time are provided per primary telephone number.

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Description of Service (Continued)

Individual Line Loop Extension

Digital (ISDN) Single Line Individual Line Loop Extension provides a physical extension of the Digital (ISDN) Single Line loop from approximately 18,000 feet to approximately 36,000 feet (These distances are for planning purposes. The actual distances are dependent on decibel (dB) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on dB loss and not on specific cable footage. The vendor installation information indicates that up to a 34dB loss at 40kHz in either direction of the field repeater is acceptable. With the Windstream engineering practice of maximum loss for the Digital (ISDN) Single Line loop to be 38dB at 40kHz, it is assumed, if the customer's distance would exceed the 38dB for standard installation, the U-Repeater would be mounted within the stated range of 34dB and the customer's length would be extended another 34dB from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) Single Line.

The customer's network access line is pre-engineered to determine when the U-Repeater/power modules are required. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

One interexchange carrier must be selected for all voice and circuit switched data telephone numbers associated with the same digital local loop, however 10XXX or 101XXXX access to other Carriers is provided. A separate interexchange carrier may be chosen for packet service.

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Features

Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Basic Package:

Add On  
Add Previously Held Call to Conference  
Additional Call Offering - ACO Unrestricted  
Additional Call Offering - Notification Busy Limit  
Automatic Callback - Intra-switch,  
Call Forwarding-Busy  
Call Forwarding-Courtesy Call  
Call Forwarding-Don't Answer  
Call Forwarding-Privacy of Redirecting Number  
Call Forwarding-Redirecting Number  
Call Forwarding-Redirecting Reason  
Call Forwarding-Reminder Notification  
Call Forwarding-Variable  
Call Hold - B Channel Reservation  
Call Hold and Retrieve  
CNID Svcs-Calling Party Number Privacy  
CNID Svcs-Redirecting Number  
CNID Svcs-Redirecting Reason  
CNID Svcs-Privacy of Redirecting Number  
Conference Hold & Retrieve  
Consultation Hold  
Drop Last Call on Conference  
EKTS Analog Member/Key System Coverage for Analog Lines  
EKTS Multiple DNs per Terminal/Shared Call Appearance,  
Feature Function Buttons  
Feature Inspect  
Implicit and/or Explicit Call Transfer  
Multiple Directory Number Buttons  
Three Way Conference Calling  
Time and Date Display

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Features (Continued)

Digital (ISDN) Single Line Multi-Button Key Set (MBKS) Deluxe Package:

MBKS Basic Package plus the following features:  
Analog Members in Hunt Group  
Call Pick-up  
Display for Ringing Call Appearance Only,  
EKTS Abbreviated and Delayed Ringing  
EKTS Automatic/Manual Bridged Call Exclusion  
EKTS Bridging, EKTS-Call Appearance Call Handling  
EKTS Hold/Retrieve  
EKTS Intercom Calling  
EKTS Manual Bridged Call Exclusion  
EKTS-Membership in a Multiline Hunt Group Hunting-Linear  
Hunting-Circular  
Inspect for ISDN Terminals  
Outgoing Called Line ID for ISDN Terminals

Circuit Switched Data 1000 Package:

Data Call Forward,  
Data Multi-Line Hunt Group,  
Data Speed Call-Short List,  
Data Toll Restriction.

Circuit Switched Data 2000 Package:

Data 1000 Package plus:  
Data Circular Hunting,  
Data Speed Call-Long List.

X.25 Basic Package:

X.25 Flow Control Parameters Negotiation,  
X.25 Incoming Calls Barred,  
X.25 Outgoing Calls Barred,  
X.25 Reverse Charge, Reverse Charge Acceptance,  
X.25 Throughput Class Negotiation,  
X.25 Transmit Delay Selection and Indication.

X.25 Basic Package:

X.25 Basic Service plus:  
X.25 Closed User Groups,  
X.25 Fast Select, Fast Select Acceptance,  
X.25 Hunt Groups,  
X.25 One-Way Outgoing Logical Channel,  
X.25 Permanent Virtual Circuit.

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Features (Continued)

The following feature matrices indicate the availability of each feature with Digital (ISDN) Single Line Service.

Basic Operating Features (1)

Feature Name

DN Sharing over Multiple Call types on an Integrated Terminal

More than two B-Channel Terminals per BRI

Calling Number Identification Delivery

Parameter Downloading

- (1) An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) Single Line may subscribe to a Digital (ISDN) Single Line Multibutton Key Set (MBKS) feature packages. Applicable charges will apply as stated elsewhere in these terms of service.

Voice and CSD Services(1)	<u>MBKS BASIC</u>	<u>MBKS Deluxe</u>	<u>Opt.</u>
<u>Feature Name</u>			
Additional Call Offering (TR-857)			
ACO Unrestricted	x	x	
Notification Busy Limit	x	x	
Additional Numbers			x
Automatic Callback Intra-Switch (TR-855)	x	x	
Access to Analog Features (TR-847)			
Speed Calling -short list	x	x	

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Voice and CSD Services	<u>MBKS BASIC</u>	<u>MBKS Deluxe</u>	<u>Opt.</u>
Call Forwarding (TR-853)			
Call Forwarding Don't Answer	x	x	
Call Forwarding Busy	x	x	
Call Forwarding Variable	x	x	
Courtesy Call	x	x	
Privacy of Redirecting Number	x	x	
Redirecting Number	x	x	
Redirecting Reason	x	x	
Reminder Notification	x	x	
Call Hold (TR-856)			
B-Channel Reservation	x	x	
Hold and Retrieve	x	x	
Calling Number Identification Services (TR860)			
Calling Name Delivery (TR-1326)			
Calling Party Number Privacy	x	x	
Calling Number Identification Delivery	x	x	
Privacy of Redirecting Number	x	x	
Redirecting Number	x	x	
Redirecting Reason	x	x	
Electronic Key Telephone System (EKTS) (TR-205)			
Abbreviated and Delayed Ringing		x	
Analog member in an EKTS group		x	
Call Appearance Call Handling/Multiple		x	
Directory Number Appearances		x	
Hold/Retrieve		x	
Intercom Calling		x	

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	<u>MBKS BASIC</u>	<u>MBKS Deluxe</u>	<u>Opt.</u>
Voice and CSD Services (Continued)			
Membership in a Multiline Hunt Group		x	
Flexible Calling (TR-858)			
Add On	x	x	
Add Previously Held Call to Conference	x	x	
Conference Hold and Retrieve	x	x	
Consultation Hold	x	x	
Drop Last Call on Conference	x	x	
Implicit and/or Explicit Transfer	x	x	
Six Party Conference Calling			x
Three-Way Conference Calling	x	x	
Multiline Hunt Groups (TR859)			
Make Busy			x
Stop Hunt			x
Terminal Management - (5E Custom)			
Display for ringing Call Appearance		x	
Feature Function Buttons	x		
Feature Inspect	x	x	
Inspect for ISDN Terminals		x	
Multiple Director Number Buttons	x	x	
Terminal Management	x	x	
Time and Date Display	x	x	

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Features (Continued)

Feature Matrices (Continued)

Data Packages Features

CSD1000  
CSD2000  
X.25  
X.25 DELUXE

DELUXE Optional

Feature Name			
Data Speed Call - Short List	X	X	
Data Call Forward	X	X	
Data Toll Restriction	X	X	
Data Multi-Line Hunt Group	X	X	
Data Circular Hunt		X	
Data Speed Call - Long List		X	
X.25 - Assignment of Non-Hunt DNs to Hunt Terminals			X X
X.25 - CCITT DTE Facilities			X X
X.25 - Closed User Groups			X
X.25 - Fast Select/User to User 16 Octets of Data			X
X.25 - Fast Select Acceptance			X
X.25 - Flow Control parameters Negotiation		X	X
X.25 - Hunt Groups			X
X.25 - IC Preselection		X	X
X.25 - In Band CNID		X	X
X.25 - Incoming Calls Barred		X	X
X.25 - ISDN AMA		X	X
X.25 - Numbering and Routing		X	X
X.25 - One-Way Outgoing Logical Channel			X
X.25 - Outgoing Calls Barred		X	X
X.25 - Permanent Virtual Circuit			X
X.25 - Reverse Charge		X	X
X.25 - Reverse Charge Acceptance		X	X
X.25 - RPOA Selection ( Basic)		X	X
X.25 - Sup Svcs User Testing		X	X
X.25 - Throughput Class Negotiation		X	X
X.25 - Transmit Delay Selection/ Indication		X	X
X.25 - User Access to Both B-Channel and D-Channel		X	X
X.25 - User-Originated On-Demand B-Channel Pkt for BRI		X	X

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Digital (ISDN) Single Line

B-Channel (Bearer Channel) - A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet - A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI) - BRI supports up to two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability - The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel - The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel - (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

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D-Packet - A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN) Single Line - Single Line Service provided by ISDN-BRI. One line includes 2 B-Channels and 1-D-Channel.

Integrated Services Digital Network (ISDN) - A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

Digital (ISDN) Single Line Access - The central office termination of a BRI Line arranged for access to the public switched network.

Kbps Kilobits Per Second.

MBKS Multibutton Key Set.

Mbps Megabits Per Second.

Parameter Downloading - allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User - A member of a business system.

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DIGITAL (ISDN) SINGLE LINE SERVICES

Digital (ISDN) SL Voice & CSD Services

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering (ACO) - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - The maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the users CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

Additional Numbers

Each Digital Single Line can support multiple directory numbers (DNs). Up to two primary DNs are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch.

Access to Analog Features

Speed Calling (6 or 8 member list) - Allows a user to dial selected numbers using less digits than normally required. Each list can have up to six or eight numbers, depending on the serving Telco switch.

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

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Digital (ISDN) SL Voice & CSD Services (Continued)

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

Call Forwarding (Bellcore Reference TR-853)

Subfeatures:

Call Forwarding Variable (CFV) -

Allows the user to forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:

For Circuit-Mode Voice:

- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call

For Circuit-Mode Data:

- No Courtesy Call

Call Forwarding Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forwarding Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

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Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwarding occurs, both the first and the last Redirecting Reasons will be delivered.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

Call Hold (Bellcore Reference TR-856)

Subfeatures:

Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect to the call on hold.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

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Digital (ISDN) SL Voice & CSD Services (Continued)

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwarding occurs, both the first and the last Redirecting Reasons will be delivered.

Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205)

Abbreviated and Delayed Ringing - The user can specify that one or more EKTS terminals that share a DN receive Abbreviated Ringing or Delayed Ringing. When a call attempts to terminate to the DN, the Abbreviated Ringing terminals will begin alerting the EKTS user as soon as the call is offered. The Delayed Ringing terminals will initially not alert. If the call is not answered by one of the Abbreviated Ringing terminals, within a pre-specified time interval, ringing will stop for them, and the Delayed Ringing terminals will begin ringing. The Delayed Ringing terminals will continue to alert until the call is answered or until the call is abandoned.

Automatic Bridged Call Exclusion - Allows an EKTS user to specify that no other EKTS user can bridge onto calls. The user can disable this capability on a call-by-call basis and thus allow bridging to occur. Automatic Bridged Call Exclusion is deactivated via one-button operation.

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Digital (ISDN) SL Voice & CSD Services (Continued)

Bridging/Directory Number (DN) Bridging - When one EKTS user originates or receives a call on an EKTS DN, the other EKTS users that share the DN are aware of the call being present. These other EKTS users can bridge onto the call unless privacy has been invoked via Automatic or Manual Bridged Call Exclusion. DN Bridging allows an EKTS terminal with multiple call appearances of the same, or multiple, DNs to bridge a call that is present on one call appearance together with a call that is present on another call appearance, This allows bridging of far parties onto one call appearance.

Call Appearance Call Handling (CACH)/Multiple Directory Number Appearances - Provides the capability of having one EKTS terminal have multiple call appearances associated with an EKTS DN. The terminal sends information to the switch on originating calls indicating which call appearance of the DN is being used and, likewise, on terminating calls, the switch indicates to the terminal on which call appearance to accept the call.

Hold/Retrieve - Allows a user to place a call on hold and make the B-Channel on that users interface available for another call. After placing the call on hold, the user can (1) retrieve the held call or (2) drop the held call.

Intercom Calling - Allows an EKTS user to be able to call another EKTS user within the EKTS intercom group without using a DN. Intercom groups can consist of just one other EKTS user, requiring no intercom address, two to ten EKTS users, which will require a one-digit intercom address, or two to one-hundred EKTS users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one EKTS user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

Manual Bridged Call Exclusion - The opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

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Digital (ISDN) SL Voice & CSD Services (Continued)

Membership in a Multiline Hunt Group - Allows EKTS call appearances to be part of an ISDN Multiline Hunt Group (MLHG). During hunting procedures, if the hunt terminates at an EKTS call appearance, the call will be offered to all EKTS terminals that share that call appearance.

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Flexible Calling (Bellcore Reference TR-858)

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user that is establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers. This is known as Explicit Call Transfer.

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DIGITAL (ISDN) SINGLE LINE SERVICES

Digital (ISDN) SL Voice & CSD Services (Continued)

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

Multi-Line Hunt Groups (Bellcore Reference TR859)

Analog Members in a Hunt Group - Allows an analog line to be a member of an ISDN hunt group.

Circular Hunting - Allows all lines in a multiline hunt group (MLHG) to be tested for busy, regardless of the incoming call's point of entry into the group. When a call is made to a line in a MLHG, a regular hunt is performed starting at the station dialed. The search for an idle line continues to the last station in the MLGH, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. A busy tone is returned if the called station is reached without finding one that is idle.

Linear Hunting - Provides sequential hunt for incoming calls. If the called line is busy, hunting will start with the called line and continue to the end of the list. A busy tone is returned if the end of the list is reached without finding one that is idle.

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

Digital (ISDN) SL Voice & CSD Services (Continued)

Uniform Hunting - A hunting arrangement that provides uniform distribution of incoming calls to members of a multiline hunt group. UCD does a pre-hunt for the next call by searching for the next idle member and setting the member as the start hunt position for the next call.

Terminal Management

Sub-features:

Display for Ringing Call Appearance - Will activate displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

Feature Function Buttons - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

Automatic Callback

Call Forwarding

Call Pickup

Conference Calling

Drop

Hold

Manual Exclusion

Multiple Directory Number Buttons

Transfer

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

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DIGITAL (ISDN) SINGLE LINE SERVICES

Digital (ISDN) SL Voice & CSD Services (Continued)

Inspect for ISDN Terminals - Retrieves and displays called-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

Terminal Management - Provides a management function for the MBKS terminal and, therefore, is mostly transparent. However, the following capabilities impact the user:

- Adjunct Control
- Automatic Hold/Drop Preference
- Button Management
- Call Appearance Selection for
- Implicit Conference and Transfer
- Display for Ringing Call
- Appearances Only
- Feature Button Inspection
- Idle Call Appearance Preference

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

X.25 Basic Package

X.25 Assignment of Non-Hunt DNs to Hunt Terminals provides the ability to designate one or more of the Directory Numbers (DNs) associated with a given hunt terminal in a Hunt Group as non-hunt DNs. The non-hunt DN allows calling users to bypass the hunt arrangement and specifically address the subscribed hunt-terminal.

X.25 CCITT DTE Facilities are a set of Data Terminal Equipment (DTE) facilities intended to support end-to-end signaling required by the Open Systems Interconnection (OSI) network service. These facilities are passed unchanged between the two packet mode DTEs involved.

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Interexchange Carrier (IC) Preselection allows the ISDN user to preselect (by service order) an interexchange carrier for packet-switched data calls.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 ISDN Automatic Message Accounting (AMA) feature collects data and provides automatic message accounting record generation for billing of packet-switched calls on the B-channel and D-channel.

X.25 Numbering and Routing provides an International Numbering Plan and call routing for Public Data Networks as defined in CCITT Recommendations X.121 (PPSN numbering plan) and E.164 (ISDN numbering plan).

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Recognized Private Operating Agency (RPOA) Selection (Basic) allows a customer to specify an interLATA carrier for packet switching on a per call basis. If an RPOA is used, this overrides the IC Preselection, if a preselected carrier is provisioned.

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X.25 Supplementary Services User Testing allows the user to test either the B-channel or D-channel by placing a call to that users own Directory Number (DN).

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

X.25 User Access to Both B-Channel and D-Channel allows user access to all three channels.

X.25 Deluxe Package: Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select/User to User 16 Octets of Data in Call Request allows a sending data terminal to forward up to 16 octets (128 bytes) of data along with call setup and clearing packets. This feature is initiated on a call-by-call basis.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

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X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

Individual Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package - includes CSD 1000 Package plus

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

Rates

Home Digital (ISDN) Single Line Service

	<u>Nonrecurring Charges (1)</u>	<u>Monthly Rate (2)(3)</u>
Access (includes local loop)		
Month-to-Month	200.00	\$85.00
12 Month Contract	100.00	55.00
36 Month Contract	-0-	45.00
* NO OVERTIME RATES ARE APPLICABLE FOR HOME RATES		

- (1) In lieu of charges in Section 6 of these terms of service.
- (2) In addition to Local Exchange Access Flat rate in Section 5.
- (3) Does not include the FCC Subscriber Line Charge in Valor/Windstream, FCC No. 1 Tariff.

\* The discontinued rates previously found on this page have been moved to Section 16.

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DIGITAL SERVICES

INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

Rates (Continued)

Business Digital (ISDN) Single Line Service

	<u>Nonrecurring Charges (1)</u>	<u>Monthly Rate (2)(3)</u>
Digital (ISDN) Single Line Access (includes local loop)		
Month-to-Month	\$200.00	\$85.00
12 Month Contract	100.00	55.00
36 Month Contract	-0-	45.00

- (1) In lieu of charges in Section 6 of these terms of service.
- (2) In addition to the Local rate in Section 5.
- (3) Does not include the FCC Subscriber Line Charge in Valor/Windstream FCC No. 1 Tariff.

\* The discontinued rates previously found on this page have been moved to Section 16.

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INTEGRATED SERVICES DIGITAL NETWORK (ISDN)

DIGITAL (ISDN) SINGLE LINE SERVICES

Rates (Continued)

Packaged Services (Business or Home)

	<u>Nonrecurring Charges</u>	<u>Monthly Rate</u>
MBKS Basic Service, per line		
Data 1000, per line		
Data 2000, per line		
X.25 Basic X.25 Deluxe Package, per line		
Additional Directory Numbers, Each		\$2.00

See Section 28 of these terms of service for rates.

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DIGITAL (ISDN) SINGLE LINE SERVICES

Rates (Continued)

Foreign Exchange Service

Applicable FX charges when customer chooses Digital (ISDN) WINDSTREAM Centrex Service from another exchange although digital (ISDN) WINDSTREAM Centrex Service is not available in the customer's serving exchange. The charges below are FX charges only and in addition to the rates all other Single Line ISDN rates.

	<u>Monthly Rate (1)</u>
Business Foreign Exchange Facility per ISDN Access	\$140.00
Home Foreign Exchange Facility	\$130.00
Foreign Exchange Service Two Interoffice Transport, per V & H mile	\$ 6.78

(1) In lieu of charges for FX Service in Windstream Facilities for State Access Tariff.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

GENERAL

WINDSTREAM Centrex Service is an exchange telecommunications service available only to customers served from suitably equipped central offices where operating conditions permit. The service may be analog or digital. Digital (ISDN) WINDSTREAM Centrex Service is based on Integrated Services Digital Network-Basic Rate Interface (ISDN-BRI) technology. It is a central office based service arrangement which consists of host central office interface equipment and software located on Company premises. This service provides local exchange access, interexchange access, and intrasystem communication features. A WINDSTREAM Centrex Service system may not be provided for stand alone service; that is, access to Windstream Communications Southwest, (hereafter called Windstream or the Telephone Company) exchange network must be provided.

The Telephone Company will determine the central office configuration required to conform to Telephone Company standards. Any deviations will be handled on an individual case basis and charged accordingly.

Rates and charges in these terms of service contemplate the use of central office equipment selected by the Telephone Company. When special central office equipment or features are provided at the request of the customer, rates and charges will be determined on an individual case basis in addition to those shown herein.

REGULATIONS

The availability of services and ability to provide services may vary among serving central offices. Customer provided equipment used in conjunction with services provided in these terms of service must conform with the technical specifications of the Telephone Company.

The Telephone Company may change telecommunications services, equipment operations, or procedures while remaining consistent with the Federal Communications Commission's Rules and Regulations. If the changes cause a customer's equipment or communications system to become incompatible with services or if changes cause terminal equipment to require modification or become less effective, the Telephone Company shall not be responsible.

If remote units are required to provide switching capabilities for intra-communications purposes, they will be located on Telephone Company provided sites located on the customer's premises. Any remote units and all system cabling used in association with WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Services are provided by and remain the property of the Telephone Company.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

REGULATIONS (Continued)

Suitable and sufficient space for any remote unit required shall be leased by the company from the customer. Suitable space includes provisions for atmospheric control and encompasses the following environments requirements:

- dust free,
- controlled temperatures ranging from 50 degrees to 86 degrees Fahrenheit, with consideration to heat loss and/or gain of the equipment,
- Relative humidity of 20% minimum and 55% maximum.

If required, commercial power necessary to operate the remote units shall be provided by the customer and located on the customer's premises.

A minimum of two (2) WINDSTREAM Centrex Service (Analog or Digital) Service lines are required. Customers with requirements of more than 100 service lines, all rates and charges will be determined on an individual case basis and must be approved by the Oklahoma Corporation Commission.

Analog WINDSTREAM Centrex Service lines are loop start; a Digital (ISDN) WINDSTREAM Centrex Service line uses the "D" channel to signal the central office of off-hook condition. Neither analog nor digital (ISDN) lines may terminate as trunks on PBX/PABX systems.

Certain optional feature capabilities may not be compatible with other Feature Packages or Optional System features.

Rotary dial stations may not be capable of accessing all WINDSTREAM Centrex Service® Service features.

Where an analog WINDSTREAM Centrex Service station line is located in a different central office area than the main customer service location, Foreign Switching Office mileage rates, in Section 19 of these terms of service, are applicable per WINDSTREAM Centrex Service line served from the foreign central office. (Exception: Those exchanges having access to AIN technology and the customer subscribes to MultiLocation WINDSTREAM Centrex Service.)

Tie lines for direct connections between WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service systems and other systems are provided primarily for communication between stations of the two systems. Tie line charges from Section 14 of the Tariff are applicable.

Digital (ISDN) WINDSTREAM Centrex Service Services are digital, business system exchange services, which include station connections and network access which may be an alternative to or in conjunction with WINDSTREAM Centrex Service.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

REGULATIONS (Continued)

Each Digital (ISDN) WINDSTREAM Centrex Service Line provides a digital ISDN-BRI local loop access which includes up to two 64 kilobits per second (Kbps) channels and one 16 kilobits per second channel. The 64 Kbps channels are called B-Channels and the 16 Kbps channel is called the D-Channel.

Digital (ISDN) WINDSTREAM Centrex Service Line is a service which terminates digital local loops at the central office and permits access to the exchange network. Only one Digital (ISDN) WINDSTREAM Centrex Service line element is required for each digital local loop; this element provides any configuration of the basic elements and counts as two stations for calculating facility group sizing.

Each Packaged Service is associated with a digital local loop, not with a channel.

A customer may select only one analog WINDSTREAM Centrex Service Feature Package per system and one type of digital WINDSTREAM Centrex Service Voice package per system. Digital (ISDN) WINDSTREAM Centrex Service Data Feature packages are selected on a per line basis.

Each digital local loop within a business system may be uniquely arranged. Configurations may consist of a Packaged Service with two B-Channels or with two B-Channels and one D-Channel.

The B Voice/Circuit Switched Data (CSD) Channel option (B-V/CSD) assigns voice and circuit switched data traffic to two B-Channels of a digital local line. The CSD mode operates at a maximum speed of 64 kbps (Switched 64 kbps) but may be used at a speed of 56 kbps (Switched 56 kbps).

One directory listing is provided without charge for each WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service system. Additional directory listings for stations may be provided to the customer at the regular business extra listing rate in Section 7 of these terms of service.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

REGULATIONS (Continued)

Data sent to locations within a business system and to interexchange carriers over B-V/CSD Channels in the CSD mode can be transmitted at either 64 kbps or 56 kbps.

Data sent to locations in other business systems can be transported at a speed of either 64 kbps or 56 kbps in accordance with the rates, charges and conditions specified by the Telephone Company's tariffs, where 64 kbps is offered.

The D-Packet Switched Data Channel allows transmission of packet switched data over a D-Channel. Subscription to a D-Packet Service without subscription to B-Channel Service is permitted.

Customer requested temporary disconnection (e.g., vacation service) of Analog or Digital (ISDN) WINDSTREAM Centrex Services are not permitted.

A change in service from analog WINDSTREAM Centrex Service, from Digital Channel Service or from a basic exchange service to Digital (ISDN) WINDSTREAM Centrex Service a discontinuation of service and establishment of service. The change will cause a temporary interruption of service. (Termination liabilities will not apply to these changes if the customer subscribes to an equivalent or greater amount of service. However, all applicable installation and service connection charges and all charges applicable to the establishment of Digital (ISDN) WINDSTREAM Centrex Service services will apply.)

BILLING REGULATIONS

WINDSTREAM Centrex Service is offered on a contractual basis starting on the date service is established.

Digital (ISDN) requires a minimum service period of three months when the month-to-month payment option is chosen.

Flat rate and measured service (for voice grade service) cannot be mixed within the same business group.

Due to the Company's method of provisioning ISDN, a single ISDN switch may provide dial tone to customers served from numerous wire centers in various exchanges. All Digital (ISDN) Accesses within a business group must be served from the same wire center. ISDN Access lines served from the same switch but NOT the same wire center, cannot be part of the same business group.

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BILLING REGULATIONS (Continued)

One bill will be rendered for each WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service system. Separate bills are rendered monthly for Special Service access lines. The customer may request Summary Billing, which provides a separate listing of charges associated with each WINDSTREAM Centrex Service line and rendered as a part of the entire customer's bill (a "master bill") summarizing all the charges and credits for the customer's business system.

WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service Line and Feature Packages rates apply each month from the time the system is placed into service until the WINDSTREAM Centrex Service/Digital WINDSTREAM Centrex Service (ISDN) Service is discontinued.

SUBSEQUENT ADDITIONS, DELETIONS AND CHANGES

Subsequent line additions will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

If a customer requests an upgrade or downgrade of an existing Feature Package (e.g., from Feature Package 1000 to Feature Package 2000, from Feature Package 3000 to Feature Package 2000, etc.), the customer's existing new contract rate will apply for the duration of the contract period. Database program charges will also apply.

The contract period for WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service Optional Features is based upon the initial contract period for the WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service System. Subsequent additions of Optional Features will be rated under a new contract or an addendum to an existing contract based upon the remaining period of the initial contract.

Any customer with Digital (ISDN) WINDSTREAM Centrex Service prior to the effective date of these terms of service can add any of the features added with this filing to his existing service. Non-recurring charges will not apply if the order is placed within 60 days of these terms of service's effective date.

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TERMINATION LIABILITY

In the event WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service is terminated by the customer prior to completion of the initial 12, 36 or 60 months contract period, the customer shall be liable for the termination liability (TL). The customer shall be required to pay a sum determined by the application of the following formula:

Termination

$$\text{Liability Charge} = 25\% \times (\text{number of lines terminated}) \times (\text{Monthly Rate per line}) \times (\text{number of remaining months})$$

In the event the customer reduces the number of WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service lines initially contracted by 35% or more, termination liability is applicable and will be calculated as stated in the above paragraph, based upon the number of lines terminated.

A WINDSTREAM Centrex Service/Digital (ISDN) WINDSTREAM Centrex Service customer may at any time renew a contract for an equal or longer period at the current tariffed rates subject to the following conditions:

- Credit will not be given for payments made during the formerly selected period,
- Nonrecurring charges will not be reapplied,
- The new contract period begins with the first billing date following the renewal,
- Termination charges will not apply for the former contract period.

DIGITAL (ISDN) WINDSTREAM Centrex Service ACCESS

Digital (ISDN) Access provides support for connection from one to eight terminals belonging to the same customer on an individual local line.

Only one user will be connected to each B-Channel. Other users on the same digital local loop can access only the D-Channel.

Up to six users can simultaneously share the same D-Channel of a D-Channel packet switching arrangement. Additional telephone numbers are required for each additional terminal.

A maximum of eight terminals belonging to the same customer are permitted per Digital WINDSTREAM Centrex Service line.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

ADDITIONAL TELEPHONE NUMBERS

Up to two primary telephone numbers are provided with each activated Digital (ISDN) WINDSTREAM Centrex Service line, one for each of the two (2) channels. If more than two (2) telephone numbers are required, an additional number charge applies for each additional number. The additional telephone numbers are available at the rate shown in this section. Additional telephone numbers may be published in the directory at the additional listing rates in Section 12 of these terms of service.

INDIVIDUAL LINE LOOP EXTENSION

Digital (ISDN) WINDSTREAM Centrex Service Individual Line Loop Extension provides a physical extension of the Digital (ISDN) WINDSTREAM Centrex Service loop from approximately 18,000 feet to approximately 36,000 feet. (These distances are for planning purposes. The actual distances are dependent on decibel (Db) loss and not just physical loop length.) This physical extension is accomplished by means of a CO installed power module and an outside plant installed regenerator or U-Repeater.

The deployment method is based on Db loss and not on specific cable footage. The vendor installation information indicates that up to a 34 Db loss at 40 Khz in either direction of the field repeater is acceptable. With the Windstream engineering practice of maximum loss for the Digital (ISDN) WINDSTREAM Centrex Service loop to be 38 Db at 40 Khz, it is assumed, if the customer's distance could exceed the 38 Db for standard installation, the U-Repeater would be mounted within the stated range of 34 Db and the customer's length would be extended another 34 Db from the U-Repeater installation point. Only one power module and U-Repeater can be used per Digital (ISDN) WINDSTREAM Centrex Service line.

The customer's network access line is preengineered to determine when the U-Repeater/power modules are required. The customer will NOT be charged for the Digital (ISDN) WINDSTREAM Centrex Service Individual Line Loop Extension. The power module is designed to be used only with the U-Repeater and the repeater can only be used with the power module.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES

Analog or Digital (ISDN) WINDSTREAM Centrex Service offers Feature Packages 1000, 2000, 3000, or WINDSTREAM Centrex Service CLASS Package, and Optional Line and System Features at the rates and charges set forth in the Windstream Price List. Feature capabilities may vary depending on the host central office equipment.

In addition, Digital (ISDN) WINDSTREAM Centrex Service offers ISDN Station MBKS Basic, MBKS Deluxe, and 3000-Deluxe Packages, Attendant Package, Circuit Switched Data 1000 and 2000 Packages, X.25 Enhancement Package, and Optional Line and System Features at the rates and charges set forth in the tariff. Feature capabilities may vary depending on the host central office equipment.

Analog WINDSTREAM Centrex Service Basic Operating Features:

- Automatic Identification of Outward Dial (AIOD)
- Direct Inward Dialing/Direct Outward Dialing (DID/DOD)
- Distinctive Ringing
- Station-to-Station Calling
- Touch Dial

Digital (ISDN) WINDSTREAM Centrex Service Basic Operating Features:

- Abbreviated Dialing
- Automatic Identification of Outward Dial (AIOD)
- Basic Business Group
- Call Control-DN Sharing over Multiple Call Types on an Integrated Terminal
- Call Control-More Than Two (2) B-Channel Terminals on a BRI
- Direct Inward Dialing/Direct Outward Dialing (DID/DOD)
- Distinctive Ringing, Touch Dial
- Incoming Calling Number Identification Delivery
- Intercom Dialing
- Station-to-Station Calling

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES

WINDSTREAM Centrex Service Feature Package 1000:

- Call Alternation
- Call Hold
- Call Forward (All, Busy, No Answer - Fixed/Variable)
- Call Pick-Up (Extended, Direct, and Group)
- Call Transfer
- Call Waiting Originating
- Call Waiting Terminating/Cancel
- Consultation Hold
- Dial Call Waiting
- Hunting (Pilot Number, Directory Number and Secretarial)
- Last Number Redial
- Speed Call 6 or 8 (Individual)
- Station Restriction
- Three-Way Calling
- Toll Restriction

WINDSTREAM Centrex Service Feature Package 2000

Feature Package 1000 plus the following features:

- Automatic Callback (Camp-On)
- Call Park (Multiple)
- Circular Hunting
- Data Line Security
- Multiple Classes of Service
- Saved Number Redial
- Speed Call 30 (System)
- Uniform Call Distribution

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Feature Package 3000

Feature Package 1000 and 2000 plus the following features:

Call Forward-Incoming  
Call Forward-Within-Group  
Executive Busy Override  
Off-Hook Queuing  
Remote Access to Features  
Ringback Queuing  
Speed Call 30 (Individual)

WINDSTREAM Centrex Service CLASS Feature Package:

Automatic Busy Redial  
Automatic Call Return  
Call Block  
Custom Call Acceptance  
Custom Call Forwarding  
Custom Call Waiting

WINDSTREAM Centrex Service Optional System Features:

Additional Numbers  
Attendant Identification-Multiple Directory Numbers  
Attendant WINDSTREAM Data Link Service Console Interface  
Attendant Pre-determined Night Answer  
Attendant Universal Night Answer  
Attendant Flexible Night Answer  
Authorization Codes (per group of 10)  
Automatic Route Selection (ARS)  
Calling Number Delivery (CNID)  
Calling Name Delivery (CNND)  
Facilities Restriction Level (part of ARS)  
Time of Day Routing (part of ARS)  
Expensive Route Warning (part of ARS)  
Code Calling Access  
Conference Calling (6-8-10-12-16-18-24 Port)  
Dictation Access  
Limited Automatic Call Distribution  
Music-On-Hold  
Paging/Public of Address Access  
Pilot Number of Hunt Groups  
Preferential Hunting  
Priority Queuing

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features (Continued)

Proprietary Set Interface  
Recorded Announcement (Custom)  
Speedcall 30 (Additional System)  
Stop Hunt  
T1 Access  
Terminal Make Busy  
Tie Facility Access  
WATS Access  
800/888 Service Access

Digital (ISDN) WINDSTREAM Centrex Service Multi-Button Key Set (MBKS) Basic Package:

Add On  
Add Previously Held Call to Conference  
Additional Call Offering - ACO Unrestricted  
Additional Call Offering - Notification Busy Limit  
Analog Members in Hunt Group  
Automatic Callback - Intra-switch  
Call Alternation/Flip-flop  
Call Forwarding - Busy  
Call Forwarding-Courtesy Call  
Call Forwarding-Don't Answer  
Call Forwarding-Privacy of Redirecting Number  
Call Forwarding-Redirecting Number  
Call Forwarding-Redirecting Reason  
Call Forwarding-Reminder Notification  
Call Forwarding-Variable  
Call Hold - B Channel Reservation  
Call Hold and Retrieve  
Call Park  
Call Pick-up  
CNID Svcs-Calling Party Number Privacy  
CNID Svcs-Privacy of Redirecting Number  
CNID Svcs-Redirecting Number  
CNID Svcs-Redirecting Reason  
Display Service-Uniform Text  
Consultation Hold  
Drop Last Call on Conference  
EKTS Analog Member/Key System Coverage for Analog Lines  
EKTS Automatic/Manual Bridged Call Exclusion

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

MBKS - Basic Package (Continued)

EKTS Bridging  
EKTS-Hold/Retrieve  
EKTS Intercom Calling  
EKTS Manual Bridged Call Exclusion  
EKTS-Membership in a Multiline HuntGroup  
EKTS Multiple DNs per Terminal/Shared Call Appearance  
Feature Function Buttons  
Feature Inspect  
Hunting - Circular  
Hunting - Linear  
Hunting - Uniform  
Implicit and/or Explicit Call Transfer  
Last Number Redial  
Multiple Directory Number Buttons  
Remote Access to Features  
Speed Calling - Individual Station 30  
Speed Calling - System 30  
Speed Calling (6 or 8)  
Station Restriction  
Three Way Conference Calling  
Time and Date Display  
Toll Restriction

Digital (ISDN) WINDSTREAM Centrex Service Multi-Button Key Set (MBKS) Deluxe Package:

MBKS Basic Package plus the following features:  
Display for Ringing Call Appearance Only  
EKTS-Abbreviated and Delayed Ringing  
EKTS-Call Appearance Call Handling/Multiple DN Appearances  
EKTS-Call Hold/Retrieve  
Initiated Priority Calling/Dial Call Wait  
Inspect for ISDN Terminals  
Off-Hook Queuing  
Outgoing Called Line ID for ISDN Terminals  
Priority Calling Incoming Only  
Ringback Queuing

Digital (ISDN) WINDSTREAM Centrex Service Multi-Button Key Set (MBKS) 3000 Deluxe:

MBKS Deluxe Package plus the following features:  
Call Forwarding Within Group  
Executive Busy Override  
Incoming Call Forwarding

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Attendant Package:

Aggregate Work Time/Number of Calls Handled  
Automatic Dropback to Attendant  
Busy Verification  
Call Hold  
Call Splitting  
Control of Voice Terminals  
Call-Through Tests  
Calls on Queue  
Camp-On  
Conference Calling  
Console Terminal Management  
Control of Facilities  
Dial Access to Attendant  
Direct Station Selection/Busy Camp  
Direct Trunk Group Selection  
Emergency Override  
Even Call Distribution  
Flexible Night Service/Call Forwarding  
Incoming Calling Identification (Customer Group)  
Night Service  
Number of Calls Handled  
Originated Permission Display (Class of Service)  
Position Busy  
Power Failure Transfer  
Queuing with Call Waiting Indication  
Through Dialing  
Timed Reminder  
Traffic  
Trunk Group Indicator  
Trunk Identification  
Trunk Queuing

Circuit Switched Data 1000 Package:

Data Call Forward  
Data Multi-Line Hunt Group  
Data Speed Call-Short List  
Data Toll Restriction

Circuit Switched Data 2000 Package:

Data 1000 Package plus:  
Data Call Back  
Data Circular Hunting  
Data Group Speed Calling 30  
Data Speed Call-Long List

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

X.25 Basic Package:

- X.25 Flow Control Parameters Negotiation
- X.25 Incoming Calls Barred
- X.25 Outgoing Calls Barred
- X.25 Reverse Charge
- X.25 Reverse Charge Acceptance
- X.25 Throughput Class Negotiation
- X.25 Transmit Delay Selection and Indication

X.25 Deluxe Package: X.25 Basic Service plus:

- X.25 Closed User Groups
- X.25 Fast Select
- X.25 Fast Select Acceptance
- X.25 Hunt Groups
- X.25 One-Way Outgoing Logical Channel
- X.25 Permanent Virtual Circuit

The following feature matrices indicate the availability of each feature with either Analog or Digital (ISDN) WINDSTREAM Centrex Service.

Feature Matrices

<u>Basic Operating Features</u>	<u>Analog</u>	<u>Digital</u>
<u>Feature Name</u>		
Abbreviated/Intercom Dialing (TR850)	x	x
Additional Numbers	x	x
Basic Business Group (TR-849)		
Automatic Identification of Outward Dial	x	x
Direct Inward Dialing	x	x
Direct Outward Dialing	x	x
Distinctive Alerting / Distinctive Ring	x	x
Call Control (TR-268)		
DN Sharing over Multiple Call Types on an Integrated Terminal		x
More Than two B-Channel Terminals on a BRI		x
CNID Number Delivery (TR-860)		x
Parameter Downloading		x
Touch Dial	x	x

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Matrices (Continued)

<u>Feature Name</u>	<u>Analog</u>			<u>Optional</u>	<u>Corresponding Digital CNet Feature Available</u>
	<u>1000</u>	<u>2000</u>	<u>3000</u>		
Call Alternation/Flip-Flop	X	X	X		X
Call Forwarding-Don't Answer	X	X	X		X
Call Forwarding-Interface Busy	X	X	X		X
Call Forwarding-Variable	X	X	X		X
Call Park	X	X	X		
Call Pick Up	X	X	X		X
Call Transfer	X	X	X		X
Call Waiting	X	X	X		X
Conference Calling 3-Way	X	X	X		X
Consultation Hold	X	X	X		X
Dial Call Waiting/ Initiated Priority Calling	X	X	X		X
Hold	X	X	X		X
Hunting	X	X	X		X
Last Number Redial *	X	X	X		X
Speed Calling (6 or 8)	X	X	X		X
Station Restriction	X	X	X		X
Toll Restriction	X	X	X		X
Automatic Callback - Intra-business group		X	X		X
Data Line Security *		X	X		
Hunting-Circular		X	X		X
Hunting-Uniform Call Distribution		X	X		X
Multiple Classes of Service		X	X		
Saved Number Redial *		X	X		
Speed Calling-System 30		X	X		X
Call Forward-Within Group			X		X
Executive Busy Override			X		X
Incoming Call Forwarding			X		X
Off-Hook Queuing			X		X
Remote Access to Features			X		X
Ringback Queuing			X		X

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) WINDSTREAM Centrex Service line must subscribe to analog WINDSTREAM Centrex Service voice feature packages, not Digital (ISDN) WINDSTREAM Centrex Service MBKS Service feature packages. Not available on 5ESS.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Matrices (Continued)

Voice Packages Features (Continued)

<u>Feature Name</u>	<u>Analog</u>		<u>Optional</u>	<u>Corresponding Digital CNet Feature Available</u>
	1000	2000 3000		
Speed Call-Individual station 30-1st list		X		X
Additional Numbers			X	X
ARS			X	X
Attendant WINDSTREAM Data Link Service Console Interface			X	X
Attendant Flexible Night Answer			X	
Attendant ID Multiple Directory Numbers			X	
Attendant Mixed Night Answer			X	
Attendant Universal Night Answer			X	
Authorization Codes			X	X
CNID			X	X
Code Calling Access			X	X
Conference Calling 6-Way			X	X
Customer Moves and Changes			X	X
Dictation Access			X	X
Instant Call Accounting			X	X
Limited ACD			X	
Music on Hold			X	X
Paging Public Address Access			X	X
Pilot Number of Hunt Groups			X	
Preferential Hunt			X	X
Priority Queuing			X	X
Proprietary Set Interface			X	
Recorded Announcement			X	X
Speed Calling-Individual station 30-addl. list			X	
Stop Hunt			X	X
T1 Access			X	X
Terminal Make Busy			X	X
TL Facility Access			X	X
Personal Alert			X	X
WATS/800/888 Access			X	X

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) WINDSTREAM Centrex Service line must subscribe to analog WINDSTREAM Centrex Service voice feature package, not Digital (ISDN) WINDSTREAM Centrex Service MBKS Service feature packages.
2. CLASS Package can be used with analog WINDSTREAM Centrex Service line only.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Matrices (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features

<u>Feature Name</u>	<u>MBKS Basic</u>	<u>MBKS Deluxe</u>	<u>MBKS 3000-D.</u>	<u>Opt.</u>	<u>Corres- ponding Analog Ftr Avail</u>
Additional Call Offering (TR-857)					
ACO Unrestricted	x	x	x		
Notification Busy Limit	x	x	x		
Additional Numbers				x	x
Automatic Callback Intra-Switch (TR-855)	x	x	x		x
Business Group Dial Access Features (TR-850)					
Access Treatment Code Restriction	x	x	x		
ARS				x	x
Code Restriction & Diversion				x	x
FX Access				x	x
T1 Access				x	x
TL Access				x	x
WATS/800/888 Access				x	x
Call Forwarding (TR-853)					
Call Forwarding Don=t Answer	x	x	x		x
Call Forwarding Busy	x	x	x		x
Call Forwarding Variable	x	x	x		x
Courtesy Call	x	x	x		
Incoming Call Forward			x		x
Privacy of Redirecting Number	x	x	x		
Redirecting Number	x	x	x		
Redirecting Reason	x	x	x		
Reminder Notification	x	x	x		
Within Group			x		x
Call Hold (TR-856)					
B-Channel Reservation	x	x	x		
Hold and Retrieve	x	x	x		
Call Pickup (TR-854)	x	x	x		x

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) WINDSTREAM Centrex Service line must subscribe to analog WINDSTREAM Centrex Service voice feature package, not Digital (ISDN) WINDSTREAM Centrex Service MBKS Service feature packages.
2. CLASS Package can be used with analog WINDSTREAM Centrex Service line only.

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FEATURES (Continued)

Feature Matrices (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features

<u>Feature Name</u> (Continued)	<u>MBKS</u> <u>Basic</u>	<u>MBKS</u> <u>Deluxe</u>	<u>MBKS</u> <u>3000-D.</u>	<u>Opt.</u>	<u>Corres-</u> <u>ponding</u> <u>Analog</u> <u>Ftr Avail</u>
Calling Number ID Services (TR860)					
Calling Party Number Privacy	x	x	x		
Calling Number Identification					
Delivery	x	x	x		x
Number Delivery on Intra/Inter					
Business Group Basis				x	x
Privacy of Redirecting Number	x	x	x		
Redirecting Number	x	x	x		
Redirecting Reason	x	x	x		
Electronic Key Telephone System					
(EKTS) (TR-205)					
Abbreviated and Delayed Ringing	x	x	x		
Analog Member in an EKTS group	x	x	x		
Automatic Bridged Call Exclusion	x	x	x		
Bridging/Directory Number					
(DN) Bridging	x	x	x		
Call Appearance Call Handling/					
Multiple Directory Number					
Appearances		x	x		
Hold/Retrieve	x	x	x		
Intercom Calling	x	x	x		
Manual Bridged Call Exclusion	x	x	x		
Membership in a Multiline					
Hunt Group	x	x	x		
Multiple Directory Numbers					
per Terminal	x	x	x		
Flexible Calling Conference &					
Transfer (TR-858)					
Add On	x	x	x		
Add Previously Held Call to					
Conference	x	x	x		
Conference Hold and Retrieve	x	x	x		
Consultation Hold	x	x	x		x
Drop Last Call on Conference	x	x	x		

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FEATURES (Continued)

Feature Matrices (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features

<u>Feature Name</u> (Continued)	<u>MBKS</u> <u>Basic</u>	<u>MBKS</u> <u>Deluxe</u>	<u>MBKS</u> <u>3000-D.</u>	<u>Opt.</u>	<u>Corres-</u> <u>ponding</u> <u>Analog</u> <u>Ftr Avail</u>
Implicit and/or Explicit Transfer	x	x	x		
Six party Conference Calling				x	x
Three-way Conference Calling	x	x	x		x
Multiline Hunt Groups (TR859)					
Analog Members in Hunt Group	x	x	x		
Circular Hunting	x	x	x		x
Linear Hunting	x	x	x		x
Make Busy				x	x
Stop Hunt		x	x		x
Uniform Hunting	x	x	x		x
Music On Hold					x
SMDR (TR-867)				x	x
Terminal Management -					
Display for Ringing Call Appearance		x	x		
Executive Busy Override			x		x
Feature Function Buttons	x	x	x		
Feature Inspect	x	x	x		
Initiated Priority Calling/ Dial Call Wait		x	x		
Inspect for ISDN Terminals		x	x		
Last Number Redial	x	x	x		
Multiple Directory Number Buttons	x	x	x		
Outgoing Called Line ID for ISDN Terminals		x	x		
Priority Calling Incoming Only		x	x		
Remote Access to Features	x	x	x		x
Time and Date Display	x	x	x		

Notes:

1. An analog telephone set connected through an appropriate ISDN terminal adapter to a Digital (ISDN) WINDSTREAM Centrex Service line must subscribe to analog WINDSTREAM Centrex Service voice feature package, not Digital (ISDN) WINDSTREAM Centrex Service MBKS Service feature packages.
2. CLASS Package can be used with analog WINDSTREAM Centrex Service line only.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Matrices (Continued)

Data Packages Features

<u>Feature Name</u>	CSD1000		CSD2000	
			X.25 BASIC	
				X.25 DELUXE
Data Speed Call - Short List	X	X		
Data Call Forward	X	X		
Data Toll Restriction	X	X		
Data Multi-Line Hunt Group	X	X		
Data Call Back		X		
Data Circular Hunt		X		
Data Group Speed Call 30		X		
Data Speed Call - Long List		X		
X.25 Assignment of Non-Hunt DNs to Hunt Terminals			X	
X.25 Basic Business Group			X	
X.25 Business Group Dialing Plan			X	
X.25 - CCITT DTE Facilities			X	
X.25 - Closed User Groups				X
X.25 - Fast Select/User to User 16 Octets of Data				X
X.25 - Fast Select Acceptance				X
X.25 - Flow Control Parameters Negotiation			X	
X.25 - Hunt Groups				X
X.25 - IC Preselection			X	
X.25 - In-Band CNID			X	
X.25 - Incoming Calls Barred			X	
X.25 - ISDN AMA			X	
X.25 - Numbering and Routing			X	
X.25 - One-Way Outgoing Logical Channel				X
X.25 - Outgoing Calls Barred			X	
X.25 - Permanent Virtual Circuit				X
X.25 - Reverse Charge			X	
X.25 - Reverse Charge Acceptance			X	
X.25 - RPOA Selection (Basic)			X	
X.25 - Sup Svcs User Testing			X	
X.25 - Throughput Class Negotiation			X	
X.25 - Transmit Delay Selection/ Indication			X	
X.25 - User Access to Both B-Channel and D-Channel			X	
X.25 - User-Originated On-Demand B-Channel Pkt for BRI			X	

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Matrices (Continued)

Attendant Package Features - Digital (ISDN) WINDSTREAM Centrex Service

	<u>Feature Name</u>
	Aggregate Work Time/Number of Calls Handled
	Busy Verification
	Call Hold
	Call Splitting
	Call-Through Tests
	Camp-On
	Conference Calling
	Console Terminal Management
	Control of Voice Terminals
	Direct Station Selection/Busy Lamp Field
	Direct Trunk Group Selection
	Emergency Override
	Incoming Calling ID-Group
	Night Service
	Originated Permission Display
	Position Busy
	Power Failure Transfer
	Control of Facilities
	Through Dialing
	Timed Reminder
0	Traffic
	Trunk Group Indicators
	Trunk Identification
	Trunk Queuing
	Auto Dropback to Attendant
	Dial Access to Attendant
	Even Call Distribution
	Flexible Night Service/Call Forwarding
	Calls on Queue
	Queuing with Call Waiting Indication
	Number of Calls Handled Display Data

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Basic Operating Features

Automatic Identification of Outward Dial - Identifies all calls leaving the customer group by the station number from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attendant assistance.

Distinctive Ringing - Permits a station user to determine by the cadence of the ringing, whether a call is internal or external.

Station-to-Station Calling - Allows station users to call each other using intercom dialing and is restricted to the serving wire center only for voice and circuit switched data calls.

Touch Dial - Equips all station lines for Touch Dial dialing.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Package 1000

Call Alternation - Allows a station user to place one call on hold, make a second call, and talk alternately between the two parties.

Call Forwarding - Provides the option of fixed and/or variable forwarding of a station's incoming calls to a predetermined number. Fixed forwarding is established and changed by the Company. Variable forwarding is established and changed by the station user. This feature will forward all calls, or only those calls reaching a busy or no answer condition, to a predetermined number. Forwarding for hunt groups is available. Additional access paths required when calls are forwarded outside the business system. Customer controllable ringing is included where technically capable.

Call Hold - Allows a station user to place a call in progress on hold.

Call Pick Up-Direct - Permits a station user to pick up any ringing station in the business group by dialing a feature code plus the ringing station's intercom number. The ringing station is not required to be in the same pick up group.

Call Pick Up-Extended - Permits a station user to dial a code to extend call pick up to groups other than its own.

Call Pick Up-Group - Permits a station user to dial a code to answer a call which is ringing at another station within the call pick up group.

Call Waiting/Cancel - Allows a station user to cancel the Call Waiting feature for the duration of a single call.

Call Waiting Originating - The calling station automatically sends a Call Waiting tone when calling a busy station. Call Waiting Originating is restricted to calls both placed and received within the same central office.

Call Waiting Terminating - Alerts the called party, with a beep, that an incoming call is waiting.

Call Transfer - Allows a station user to transfer a call to another party. Additional access paths required for this feature, when calls are forwarded outside the business system.

Consultation Hold - Allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Package 1000 (Continued)

Dial Call Waiting - Allows a station user to send a Call Waiting tone when calling a busy station, even if the called station does not have the Call Waiting feature. Dial Call Waiting is restricted to calls both placed and received within the same central office.

Hunting (Directory Number) - Activates hunting when any of the directory numbers of the individual lines in the hunt group are called. If the called line is busy, hunting will start with the called line and continue to the end of the list.

Hunting (Pilot Number) - Searches for an idle line beginning with the first member of the hunt group and ending with the last member.

Speed Calling 6 (Individual) - Allows a station user to dial an individual list of up to 6 telephone numbers by dialing an access code and one digit. (Available on 5-ESS central office switching equipment only).

Speed Calling 8 (Individual) - Allows a station user to dial an individually selected list of up to 8 telephone numbers by dialing one or two digits. (Available on GTD-5 central office switching equipment only).

Station Restriction - Prevents a station user from making or receiving calls outside the business group. Calls cannot be routed beyond this restriction by an attendant or through any indirect means such as Call Transfer, Call Forwarding or Call Pick-Up.

Last Number Redial - Allows a station user to redial the last number dialed by dialing a code instead of redialing the entire telephone number. (Not available on 5ESS central office switching equipment.)

Three Way Calling - Permits a station user to put one party on hold, reach a third party, and bring all three parties together in a three-way connection.

Toll Restriction - Prevents customer designated stations from placing chargeable toll calls.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Package 2000

The features listed below are provided in addition to Feature Package 1000 features.

Automatic Callback - Enables a station user encountering a busy station to request the system to call back when both stations are idle.

Call Park-Multiple - Enables a station user to place multiple calls on hold and later retrieve the held calls from any station in the business group.

Circular Hunting - Searches for an idle line beginning with the number dialed, proceeding to the last member in the hunt group, wrapping around to the first member, and ending with the member preceding the one that was dialed.

Data Line Security - Protects data being transmitted on a telephone line from being disturbed by tones generated by system features such as Call Waiting, Executive Busy Override, etc. (Not available on 5ESS central office switching equipment.)

Multiple Classes of Service - Enables the customer to assign each station a class of service which defines the station's calling privileges and restrictions.

Saved Number Redial - Permits a station user to store a number in memory and later redial the number using a code. (Not available on 5ESS central office switching equipment.)

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Uniform Call Distribution (UCD) Hunting - Provides for call distribution in a hunt group by connecting to the line which has been idle the longest. (Applies to circular hunt only).

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Feature Package 3000

The features listed below are provided in addition to Feature Packages 1000 and 2000 features.

Call Forwarding/Incoming - Forwards incoming calls from outside the business group to a predetermined alternate number within the business group when the called station is busy.

Call Forwarding/Within Group - Forwards calls originating from within the business group to a predetermined destination. Calls originating from outside the business group are completed as if Call Forwarding were not in effect.

Executive Busy Override - Allows a station user, upon reaching a busy station within the same business group, to "break-in" to the existing conversation. The system sends an alert tone to the conversing parties and creates a three-way call controlled by the party breaking in.

Off-Hook Queuing - Allows a station user to remain off-hook and wait for an idle trunk in order to complete a dialed call.

Remote Access to Features - Allows an authorized user to call in from the exchange network and gain access to all features within a business group by supplying an authorization code. This also includes the Remote Activation of Call Forward function that allows customers to activate, change, or deactivate their Call Forwarding Service from a remote location.

Ringback Queuing - Permits a station user with activated queuing to hang up and wait for a trunk to become idle. When a trunk is available, the station user is notified by a distinctive ringing tone.

Speed Calling 30 (Individual) - Allows a station user to dial an individually selected list of up to 30 telephone numbers by dialing two to four digits.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service CLASS

Automatic Busy Redial allows the customer to redial automatically the last number dialed. If the called line is found to be busy, a 30-minute queuing process begins. The customer is then given an indication that the network will attempt to set up the call when the called line is idle. The network periodically tests the busy/idle status of the called line until both lines are found idle, the customer cancels the request, or the queuing process expires. If both lines are found to be idle, the calling party is alerted with a distinctive ring signifying that the call can now be completed.

Automatic Call Return allows a customer to automatically return the last incoming call by feature activation, whether or not it was answered. If the line is busy, the call is queued for up to 30 minutes or until both numbers are idle. The customer is given an indication that the network will attempt to set up the call when the called line is idle. When the called line is free, the customer's line rings, then the other number rings. This feature will not return calls if the calling party has utilized Cancel Calling Number Identification Delivery service.

Call Block allows a customer to block calls from certain numbers (maximum of 12) known to the customer. The customer also can block incoming calls placed from the last calling number even if the number is unknown to the customer. Blocked calls are routed to a recorded announcement which specifies that the called party is not accepting calls. Subject to technical availability, this service may also provide anonymous call rejection so that calls delivered without Calling Number Identification Delivery will be blocked.

Custom Call Acceptance allows a customer to select up to 12 customer telephone numbers from which calls are to be received. All other calls are intercepted and routed to a recorded announcement that informs the caller the customer is not accepting calls. Calls from numbers outside the specified exchanges will ring normally.

Custom Call Forwarding is an arrangement which permits a customer to prespecify telephone numbers (maximum of 12) from which incoming calls are to be forwarded. During the period that Custom Call Forwarding is activated, only calls from the prespecified numbers will be forwarded.

Custom Call Waiting allows a customer to choose up to 12 numbers which can activate Call Waiting. Incoming calls placed from numbers not selected by the customer receive busy signals when the customer's line is busy. Customers may not subscribe to Call Waiting and Custom Call Waiting on the same line.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features

The features below can be ordered individually at the rates and charges set forth in these terms of service.

Additional Numbers - A software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number.

Attendant WINDSTREAM Data Link Service Console Interface - Allows the use of a proprietary data-link multiplexed console, which is connected to the central office. (Requires three (3) additional WINDSTREAM Centrex Service lines. Available where technology exists).

Attendant Flexible Night Answer - Allows the attendant to reassign the destination for Predetermined Night Answer calls. (Requires WINDSTREAM Data Link Service Console.)

Attendant Identification-Multiple Directory Numbers - Enables the attendant to identify an incoming call by directory number using the console display. If the subscriber has multiple directory numbers, the number being called will be displayed on the attendant console. (Requires WINDSTREAM Data Link Service Console.)

Attendant Mixed Night Answer - This feature is a combination of Universal and Predetermined Night Answer. Incoming calls can be switched to either type of night answer by the attendant. (Requires WINDSTREAM Data Link Service Console.)

Attendant Predetermined Night Answer - Allows incoming calls to an attendant position to be answered by a predetermined alternate station during nonbusiness hours or when the attendant's line is busy. This feature also allows for the transfer of calls during commercial power failure. (Requires WINDSTREAM Data Link Service Console.)

Attendant Universal Night Answer - Allows incoming calls to an attendant to be answered by any station in the attendant's business group during nonbusiness hours. This feature also allows for the transfer of calls during commercial power failure. (Requires WINDSTREAM Data Link Service Console.)

Authorization Codes - Used to override the calling restrictions placed on a particular line.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features (Continued)

Automatic Line - Provides an automatic connection between a calling station that goes off-hook and a predetermined location.

Automatic Route Selection (ARS) - Provides an automatic means of low cost route selection. ARS provides up to 10 routes and allows customers to prioritize these routes based on cost. This feature also includes:

Expensive Route Warning - Provides a warning tone indicating an expensive route has been selected.

Facilities Restriction Level - Allows each station and each facility access in the business group to be assigned a restriction level for use with ARS.

Time of Day Routing - Provides for route selection based on the most economical path for a particular time-of-day or day-of-week.

Call Tracing Service allows the customer to immediately and automatically trace the last incoming call received from a local service area in which Custom Local Area Signalling Service features are offered. Upon the customer's request, the trace information will be provided to law enforcement agencies by the Company, but will not be released directly to the customer. To initiate the call trace, the customer must contact the Company at the number provided in the voice announcement within ten (10) days of the incident. Call Tracing Service performs the function of recording call information, but in no way identifies the person(s) actually placing the call(s). By accepting the Service, the customer agrees that Windstream shall not be liable for damages due to an inability to trace the call(s).

Calling Number Identification Delivery (CNID) provides for the display of the incoming telephone number on a customer provided display device attached to the customer's telephone line or on a telephone or answering machine with a built-in display screen. The Calling Number Identification Delivery feature will forward the calling number from the appropriately equipped central office to the customer provided display device. The Company will forward all telephone numbers (including Nonpublished and Nonlisted telephone numbers) subject to technical limitations. This is an option available on Analog WINDSTREAM Centrex Service. Digital (ISDN) WINDSTREAM Centrex Service Service offers CNID as a part of the basic service.

All customer provided equipment used to interface with Calling Number Identification Delivery must be connected in accordance with the provisions of the Federal Communications Commission's Registration Program. Any intent to resell name(s) and or number(s) that is a result of Calling Number Identification Delivery service is prohibited.

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FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features (Continued)

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Cancel Calling Number Identification Delivery - Per Call provides free per call blocking in exchanges where Calling Number Identification Delivery is offered by the Company. Customers may prevent the delivery of their telephone number to the called party. This is accomplished on a per call basis when the customer dials the Cancel Calling Number Identification Delivery - Per Call activation code, \*67 prior to placing the call.

Cancel Calling Number Identification Delivery - Per Line provides free per line blocking in exchanges where Calling Number Identification Delivery is offered by the Company. This service prevents the delivery of customer's telephone number to the called party. A CCNID - Per Line customer has the option of deactivating CCNID and forwarding their telephone number on a per call basis by dialing the code \*82 prior to placing a call.

Conference Calling - Permits a station user or attendant to form a conference with a maximum of six or eight parties (depending on technology), including other stations and/or parties reached over trunks.

Code Call Access - Provides access to customer provided code calling signaling devices.

Customer Moves and Changes (CMAC) - Provides customers with the ability to prepare, schedule, and implement feature changes and configurations from a computer terminal located on the customer's premises.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number.

Dictation Access and Control - Provides for station access to customer provided dictation equipment.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features (Continued)

FX Access - Connects to foreign exchange line facilities.

Instant Call Accounting (ICA) - Provides the customer with records of calls originating from WINDSTREAM Centrex Service stations. Each call record will contain the date, time, and duration of the call, the calling station number, facility used, and the number that was called.

Dedicated ICA - The customer's call records are continually transmitted from the central office to the customer's premises equipment through a dedicated private line connection.

Private Line Service as defined elsewhere in these terms of service should be used to determine the appropriate provisioning and the applicable rates and charges for the required dedicated data channel between the serving central office and the customer premises equipment.

Dial-Up ICA - The customer, using CPE, initiates a download request to the central office processor in order to retrieve the call records. The records are transmitted immediately back to the customer's premises equipment upon completion of the request.

Limited Automatic Call Distribution - Allows incoming trunk calls to be directed to and distributed among a select group of stations using distributive hunting.

Music-on-Hold - Provides access to a common music source for use with call hold, transfer, park and queuing features.

Paging/Public Address Access - Provides a central office interface to a loudspeaker at the customer premises for paging and/or public address.

Pilot Number of Hunt Groups - A directory number used to access a hunt group. (No associated cable pair required.)

Preferential Hunting - Assigns hunting for an individual group of hunt group members to a pilot number of another circular hunt group.

Priority Queuing - Provides two levels of priority in the handling of queued calls: high priority and low priority.

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FEATURES (Continued)

WINDSTREAM Centrex Service Optional System Features (Continued)

Proprietary Set Interface - Provides capability for central office connectivity for business proprietary sets.

Recorded Announcement - Routes calls to a recording in the Company's central office. The recording may be customized at the customer's option.

Speed Call 30 (System) - Allows members of a business group to share a list of up to 30 telephone numbers, each of which may be dialed using an access code and one or two digits.

Stop Hunt - Uses a code to stop the hunting process when a particular line is reached in a hunting sequence.

Terminal Make Busy - Allows a station or group of stations to appear busy to incoming calls.

Tie Facility Access - Provides access to tie line facilities which connect the business group to another CENTREX, PABX or similar facility.

T1 Access - Allows a WINDSTREAM Centrex Service customer to access a dedicated digital facility.

Personal Alert - Allows a customer to program up to twelve (12) telephone numbers of selected callers enabling the customer to distinguish certain incoming calls from all others by a distinctive ring tone. If a customer also subscribes to Call Waiting, calls from the selected numbers will be distinguished by a distinctive call waiting tone.

WATS Access - Allows a WINDSTREAM Centrex Service® customer to access WATS for bulk toll calling.

800/888-Service Access - Allows 800 Service Access to terminate in the WINDSTREAM Centrex Service System.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service

General Definitions

B-Channel (Bearer Channel). A channel used to carry digitized voice and data information at a speed of 64 kbps.

B-Packet. A service which permits a customer to use a B-Channel for packet switched data.

Basic Rate Interface (BRI). BRI supports two 64 kilobits per second (kbps) B-Channels and one 16 kbps D-Channel (2B+D).

Clear Channel Capability. The capability to transport 64 kbps over a channel with no constraint on the quantity or on the sequence of bits.

Channel. The electrical path provided by the Company between two or more terminating points for the transmission of information or intelligence.

D-Channel (Delta Channel). A communications path that operates at 16 kbps in support of network control signals and 9.6 kbps X.25 packet data.

D-Packet. A service which permits a customer to use a D-Channel for packet switched data. Utilizes 9.6 of the 16 kbps on BRI ISDN D-Channel and allows for more than one data device.

Digital (ISDN-BRI) WINDSTREAM Centrex Service. WINDSTREAM Centrex Service provided by ISDN-BRI.

Integrated Services Digital Network (ISDN). A set of standards which enable end-to-end digital transmission, access integration, and established standardization of points of interconnection over a single access line. End-to-end digital transmission eliminates the necessity for voice-band modems that use analog processing techniques. Access integration refers to utilizing a single ISDN line, whereby an end user over one line can access a wide variety of user information services such as voice, circuit switched data, and packet switched data.

IntraSystem Caller ID. A function which allows a station within a system to identify a caller calling from another station within the same system.

Kbps. Kilobits Per Second.

Mbps. Megabits Per Second.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Multi-Button Key Set (MBKS) Service. - A Basic or Deluxe package of central office functions operated or activated by customer premises equipment.

Multipoint - any digital local loop supporting more than one user.

Parameter Downloading - allows automatic downloading from the Telephone Company switch to the user's terminal of parameters that need to be set for initialization of the terminal. To end-users, Parameter Downloading will be seen as an option. That is, users who do not have the Parameter Downloading capability in their terminal equipment will still have the option of entering the parameters manually into their terminal.

User. - A member of a business system.

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features

Abbreviated/Intercom Dialing (Bellcore Reference TR-850)

Allows an ISDN user in a Business Group to be able to call another Business Group member without using a DN. Intercom groups can consist of just one other member, requiring no intercom address, two to ten members, which will require a one-digit intercom address, or two to one-hundred members, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

Additional Call Offering (Bellcore Reference TR-857)

Subfeatures:

Additional Call Offering - Unrestricted - Provides notification to an ISDN user that a circuit mode call directed to that user is present at the serving switch, even though no B-Channel can be allocated for the call at that time. This notification allows user to free up a B-Channel (by clearing another call or putting another call on hold) and accept the ACO call, ignore the ACO call, or reject the ACO call.

Notification Busy Limit - Controls the maximum number of calls that can be waiting against a particular Directory Number. The maximum is determined by the users CPE parameters. Once the maximum is reached, the switch will no longer notify the user of another waiting call and will return busy treatment to the calling party.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Additional Numbers

Additional Numbers can be provided for both Analog and Digital WINDSTREAM Centrex Service lines. It is a software number which has the characteristics of a basic exchange access line. A Feature Package rate is applicable to each Additional Number. For Digital WINDSTREAM Centrex Service, Each Digital WINDSTREAM Centrex Service Line can support multiple Directory Numbers (Dns). Up to two primary Dns are provided with each activated ISDN line, one for each of two channels. If an additional DN is required on either channel, an additional number charge applies for each additional DN.

Automatic Callback Intra-switch (Bellcore Reference TR-855)-

Automatic Callback - Allows the user to press a function button or dial a code when a busy number is dialed. When the busy station becomes idle, a distinctive ring alerts the calling party so that if the calling party goes off-hook, the call is placed. This feature is only available when the called number and the calling number are served by the same switch. For Digital WINDSTREAM Centrex Service service, the feature can be restricted to calls within the business group.

Basic Business Group Features (Bellcore Reference TR-849)

Subfeatures:

Automatic Identification of Outward Dial - Identifies all calls leaving the business group by the station number, or Directory Number (DN) from which calls are placed.

Direct Inward Dialing - Allows incoming calls from the exchange network to reach a specific station without attendant assistance.

Direct Outward Dialing - Allows station users to place external calls to the exchange network without attend and assistance.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Distinctive Alerting - Also known as a Distinctive Ring or a Intercom Alerting, this feature permits a station user to determine by the cadence of the ringing, whether an incoming call is internal or external to the business group.

Business Group Dial Access Features (Bellcore Reference TR-850)

Subfeatures:

Access Treatment Code Restriction - Depending on digits dialed and originating restrictions of a station, direct or forwarded calls can be blocked. This feature is most commonly used in conjunction with voice messaging service.

ARS - This feature is defined under the WINDSTREAM Centrex Service Optional System Features Sheet No. 28 of this section.

FX Access - This feature is defined under the WINDSTREAM Centrex Service Optional System Features Sheet No. 30 of this section.

T1 Access - This feature is defined under the WINDSTREAM Centrex Service Optional System Features Sheet No. 31 of this section.

TL Access - This feature is defined under the WINDSTREAM Centrex Service Optional System Features Sheet No. 31 of this section.

Code Restriction & Diversion - This feature blocks call completion to 3-digit customer-specified codes (NPA or NSX), or 6-digit codes (NPA-NXX). Forwarded calls to such codes would also be blocked.

Call Control (Bellcore Reference TR-268)

Directory Number (DN) Sharing over Multiple Call Types on an Integrated Terminal - Allows an integrated terminal (i.e., a terminal that supports more than one call type, such as speech, circuit-switched data, and packet-switched data) to have only one DN that can be used for all call types and can simultaneously access both B-Channels.

More Than Two B-Channel Terminals on a BRI - Allows the user to place more than two B-Channel terminals on an interface. Because there are only two B-Channels on a BRI, only two terminals can use the B-Channels simultaneously. The maximum number of terminals that can share each BRI is eight. If there are two users on an interface, each user is allowed access to one B-Channel at any particular time. Both users are allowed access to the D-Channel.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service® Voice and Circuit Switched Data Features (Continued)

Call Forwarding (Bellcore Reference TR-853)

Subfeatures:

Call Forwarding Busy (CFB) - Allows the user to forward to another DN all incoming calls when his terminal is busy. The user also is able to deactivate CFB so that calls will not be forwarded when the terminal is busy. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forwarding Don't Answer (CFDA) - Allows the user to forward calls to another DN when the user does not answer the call within a specified period of time, usually the equivalent of four rings. The user can also deactivate CFDA so that calls will not be forwarded. Courtesy Call is not available for either Circuit-Mode Voice nor Circuit Mode Data.

Call Forwarding Variable

The Call Forwarding Variable (CFV) feature allows the user forward all calls to another Directory Number (DN), regardless of whether the user's terminal status is busy or idle. The user also is able to deactivate CFV so that calls terminate normally. The user that activated CFV may receive a reminder notification which indicates to the user that the feature is active and that a call has just been forwarded.

The following options are available for activating CFV:

For Circuit-Mode Voice:

- Courtesy Call with Answer Required
- Courtesy Call with No Answer Required
- No Courtesy Call

For Circuit-Mode Data:

- No Courtesy Call

Courtesy Call - Allows the user to talk with the party at the remote (forwarded-to) DN when the CFV is activated to inform them that calls will be forwarded.

Incoming Call Forward - This feature forwards incoming calls from outside the business group only.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Redirecting Number - When a call is forwarded, both the calling number and one or more numbers from which the call was redirected will be forwarded. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFB, or CFDA feature was active). When multiple forwarding occurs, both the first and the last Redirecting Reasons will be delivered.

Reminder Notification - Indicates to the CFV user that the feature is active and that a call has just been forwarded. The reminder is typically one short ring as the call is being forwarded.

Within Group Call Forward - This feature restricts the forward-to DN to an intra-group extension number only.

Call Hold (Bellcore Reference TR-856)

Subfeatures:

Call Hold B-Channel Reservation (Excluding Release) - Used to insure that a user who places a call on hold will always have a B-Channel available to reconnect the call on hold.

Call Hold and Retrieve - Allows a user to place a call on hold and make a B-Channel available for another call. After placing the call on hold, the user can: (1) retrieve the held call, or (2) drop the held call.

Calling Number Identification Services (Bellcore Reference TR-860)

Subfeatures:

Calling Name Delivery - Up to fifteen characters can be delivered, dependent on the availability of the calling party number and name. If the number is unavailable, then the name is also unavailable. Inter-switch delivery depends on SS7 connectivity between the originating and terminating switch.

Calling Party Number Privacy - Allows the user to invoke privacy on a per-call basis.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Calling Number Identification Delivery/Network Provided Number Delivery - Allows a user to receive the calling party's number on incoming calls. The default DN assigned to the terminal is used.

Calling Number Delivery on Intra/Inter Business Group Basis - Calling number delivery for business groups (BGs) is provided on intra-BG calls only. Individual lines can be optioned, on a per-line basis, to receive calling number delivery on all calls, not only intra-BG calls.

Privacy of Redirecting Number - On calls that are forwarded, the Redirecting Number is provided by the network. When the number that is doing the forwarding (redirecting) has requested privacy on a subscription basis, the privacy will be respected, and the redirecting number will not be delivered.

Redirecting Number - When a call is forwarded, both the calling number and one or more of the numbers from which the call was redirected are delivered. If a call is redirected multiple times, both the first and the last redirecting number will be delivered.

Redirecting Reason - On calls forwarded, the Redirecting Reason indicates to the user why a call was forwarded (e.g. because the CFV, CFIB, or CFDA feature was active). When multiple forwarding occurs, both the first and the last Redirecting Reasons will be delivered.

Call Pickup (Bellcore Reference (TR-854)

Call Pickup - Allows a station user to pick up any ringing station in the business group by dialing a feature code or pressing a pre-assigned Feature Function Button on the ISDN terminal.

Display Service (Bellcore Reference TR-865) Uniform Text - Allows for uniform delivery of display information.

Electronic Key Telephone System (EKTS) (Bellcore Reference TR-205)

Abbreviated and Delayed Ringing - The user can specify that one or more EKTS terminals that share a DN receive Abbreviated Ringing or Delayed Ringing. When a call attempts to terminate to the DN, the Abbreviated Ringing terminals will begin alerting the EKTS user as soon as the call is offered. The Delayed Ringing terminals will initially not alert. If the call is not answered by one of the Abbreviated Ringing terminals, within a pre-specified time interval, ringing will stop for them, and the Delayed Ringing terminals will begin ringing. The Delayed Ringing terminals will continue to alert until the call is answered or until the call is abandoned.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Analog Member in an EKTS group - Allows an analog user to share an EKTS DN with other EKTS users. If an EKTS DN with multiple appearances is shared by an analog user, the analog user can be associated with only one call appearance of the shared DN. Default is that the analog user is associated with the first call appearance.

Automatic Bridged Call Exclusion - Allows an EKTS user to specify that no other EKTS user can bridge onto calls. The user can disable this capability on a call-by-call basis and thus allow bridging to occur. Automatic Bridged Call Exclusion is deactivated via one-button operation.

Bridging/Directory Number (DN) Bridging - When one EKTS user originates or receives a call on an EKTS DN, the other EKTS users who share the DN are aware of the call being present. These other EKTS users can bridge onto the call unless privacy has been invoked via Automatic or Manual Bridged Call Exclusion. DN Bridging allows an EKTS terminal with multiple call appearances of the same, or multiple, DNs to bridge a call that is present on one call appearance together with a call that is present on another call appearance. This allows bridging of far parties onto one call appearance.

Call Appearance Call Handling (CACH)/Multiple Directory Number Appearances - Provides the capability of having one EKTS terminal have multiple call appearances associated with an EKTS DN. The terminal sends information to the switch on originating calls indicating which call appearance of the DN is being used and, likewise, on terminating calls, the switch indicates to the terminal on which call appearance to accept the call.

Hold/Retrieve - Allows a user to place a call on hold and make the B-Channel on that users interface available for another call. After placing the call on hold, the user can (1) retrieve the held call or (2) drop the held call.

Intercom Calling - Allows an EKTS user to be able to call another EKTS user within the EKTS intercom group without using a DN. Intercom groups can consist of just one other EKTS user, requiring no intercom address, two to ten EKTS users, which will require a one-digit intercom address, or two to one-hundred EKTS users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that allows one EKTS user to call another by simply hitting the intercom button and then dialing no, one, or two digits, respectively. The intercom call is not associated with any DN.

Manual Bridged Call Exclusion - Feature is the opposite of the Automatic Bridged Call Exclusion. EKTS users can bridge onto calls unless an EKTS user invokes privacy and, thus restricts bridging. Manual Bridged Call Exclusion is required to be activated/deactivated using one-button (i.e. toggle) operations.

Membership in a Multiline Hunt Group - Allows EKTS call appearances to be part of an ISDN Multiline Hunt Group (MLHG). During hunting procedures, if the hunt terminates at an EKTS call appearance, the call will be offered to all EKTS terminals that share that call appearance.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Multiple Directory Numbers per Terminal - A given EKTS terminal can have access to more than one DN. Indicator lights show the status of the DN (idle, call on hold, call in progress, etc.)

Flexible Calling (Bellcore Reference TR-858)

Add On - This feature defines the process for adding new calls to a conference. The controller can request conferencing while (1) connected to a call and/or after one or more calls have been placed on hold or (2) while not associated with any existing calls. Either way, once the conference is established, additional calls can be added to the conference, up to the maximum allowed for that customer.

Add Previously Held Call to Conference - Allows the user to put a call on hold and then add the held call to a conference call.

Conference Hold and Retrieve - Allows a user to put a previously formed conference on hold while the establisher of the conference call dials the DN of the user to be added. Once dialing is finished, the user can retrieve the original conference from hold and merge the new user into the conference.

Consultation Hold - Allows the user establishing a three- or six port conference to speak with the user on the current call being established prior to adding that user to the conference.

Drop Last Call on Conference - Allows the user to remove the last user who was added onto the conference.

Implicit and/or Explicit Call Transfer - Implicit Call Transfer allows the user to drop from an existing conference call and maintain the connection between the users remaining on the conference call. When transferring a non-conference call, however, the transferring user must remain on the call until the distant party answers; this is known as Explicit Call Transfer.

Six Party Conference Calling - Allows a user to add up to five other users together on a single bridge.

Three-way Conference Calling - Allows a user to add a third user to an already established call.

Message Service (Bellcore Reference TR866)

Message Waiting Indicator - A light or other indicator that can be activated on the users terminal when a users voice message service has an unanswered message.

Multi-Line Hunt Groups (Bellcore Reference TR859)

Analog Members in a Hunt Group - Allows an analog line to be a member of an ISDN hunt group.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Circular Hunting - Allows all lines in a multiline hunt group (MLHG) to be tested for busy, regardless of the incoming call's point of entry into the group. When a call is made to a line in a MLHG, a regular hunt is performed starting at the station dialed. The search for an idle line continues to the last station in the MLGH, then proceeds to the first station in the group and continues to hunt sequentially through the remaining lines in the group. A busy tone is returned if the called station is reached without finding one that is idle.

Linear Hunting - Provides sequential hunt for incoming calls. If the called line is busy, hunting will start with the called line and continue to the end of the list. A busy tone is returned if the end of the list is reached without finding one that is idle.

Make Busy - Allows a member of a hunt group to make the DN appear busy, so that an incoming call will rotate to the next DN.

Stop Hunt - Allows a member of a hunt group to temporarily break one or more members of the normal hunt group away from the group, so that incoming calls stop hunting at a DN not at the end of the list.

Uniform Hunting - A hunting arrangement that provides uniform distribution of incoming calls to members of a multiline hunt group. UCD does a pre-hunt for the next call by searching for the next idle member and setting the member as the start hunt position for the next call.

Music on Hold (Bellcore Reference TR-318)

Music on Hold - Provides access to a user-provided music source. When a member of the business group places a call on hold, the call is connected to the user provided music source. Any feature containing a hold capability can work with the Music on Hold feature, e.g., Analog WINDSTREAM Centrex Service call hold or call-waiting, or ISDN Hold Capability. For users that subscribe to the EKTS and/or multiway calling features including conference, transfer, three-way calling and Flexible Calling features, the music is not provided when a call is placed on hold.

Terminal Management

Sub-features:

Display for Ringing Call Appearance - Activates displays on a multibutton keyset only for ringing call appearances. This eliminates displays that a call coverage person (usually a secretary) has no need and no desire to see. The feature is intended for applications where keysets have large numbers of secondary call appearances to provide shared back up coverage among a group of secretaries, and where abbreviated and delayed ringing is used.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Feature Function Button - This feature on the station set can be assigned to activate various features, eliminating the need to dial an activation code. Indicator lights show the activation/deactivation status of the features. The following features can be assigned to feature function buttons:

- Automatic Callback
- Call Forwarding
- Call Pickup
- Conference Calling
- Drop
- Hold
- Manual Exclusion
- Multiple Directory Number Buttons
- Transfer

Feature Inspect - Provides service providers and end users who have display terminals with a method of determining the features and call appearances that are assigned to the buttons on a terminal. Inspecting a button is a two-step procedure. (1) the Inspect Feature button is depressed, and (2) the feature or call appearance button to be inspected is pressed. The feature assigned or, for call appearances, call related information is displayed.

Initiated Priority Calling - Provides an ISDN equivalent of Dial Call Waiting. A station user initiates a priority call by one of two methods: (1) dialing the initiated priority calling function code or pressing a priority calling feature button, then dialing the digits of the called party.

Inspect for ISDN Terminals - Retrieves and displays called-related information about any call appearance that has a call associated with it. This could be the active call, a call on hold, or an alerting call. The data that can be displayed includes: call appearance identification, called or calling Directory Number (DN), incoming call identifier call type, and called or calling party name. If the user performing the inspection is an attendant, the originating permissions are also displayed.

Last Number Redial - This feature is defined under the WINDSTREAM Centrex Service Package 1000 features, Sheet No. 23 of this section.

Multiple Directory Number Buttons - Provides access to more than one directory number on the station set. Indicator lights show the status of the directory number.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Digital (ISDN) WINDSTREAM Centrex Service Voice and Circuit Switched Data Features (Continued)

Outgoing Called Line ID for ISDN Terminals - Provides a user originating a call with information about the called party and the facility or destination. Facility and call destination information are provided via the ISDN Call Identification (ICI) call types. The OCLID information provided is:

- Call Appearance Identification
- Called DN
- ICI

If an attendant is originating the call, the switch also provides the originating permissions of the called party. This feature is billed only on a flat-rate basis.

Priority Calling Incoming Only - permits calls outside the business group to be sent to a priority call appearance. Calls to priority appearances use normal intergroup alerting as opposed to priority alerting.

Remote Access to Features - Feature defined under Analog WINDSTREAM Centrex Service Feature Package 3000, this section.

Time and Date Display - A subscription feature for ISDN station set users. The Telco Switch provides the time and date to the ISDN station set.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features

Aggregate Work Time/Number of Calls Handled for ISDN - Allows a supervisor, or attendant, to display data about an attendant position. The data includes.

- Aggregate time spent handling calls
- Length of time the console was active
- Number of calls handled

Attendant Busy Verification of Lines and Trunks - Allows an attendant to determine whether a line or trunk within the same customer group is busy or idle. If the line or trunk is busy, the attendant is bridged onto the connection to:

- Converse with the parties
- Determine if it is busy or if there is a problem
- Override (disconnect) the talking parties

Attendant Call Hold - Allows the attendant to hold a call in progress to originate another call, or pick up a call on hold. Timed reminder is activated when the call is placed on hold by the attendant.

Attendant Call Splitting - Allows the attendant to consult privately with the called party without the calling party hearing. The attendant can alternate conversation between the called and calling party before completing (or terminating) the call.

Attendant Call-Through Tests (Physical Trunks) - Allows the attendant to set up a test call over a selected physical trunk in a trunk group to determine if the trunk is working properly.

Attendant Camp-On - Allows calls that the attendant attempts to complete to a busy analog or ISDN station to be held waiting until the station becomes idle. The attendant can release from the connection. A call waiting indication is given to alert the busy party. When the busy station becomes idle, it is automatically alerted and connected to the calling party without attendant intervention. While waiting, the caller (and the attendant) can be connected to silence, tone, audible ringing, or announcement. The Timed Reminder feature can be initiated when camp-on is activated. Calls to the attendant from within the group and from outside the group can be camped-on to a busy station.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Attendant Conference Calling - Allows the attendant to set up conference calls with any combination of extensions or trunks on the internal conference bridge. The maximum number of parties on the conference call is limited to the capacity of the multipoint conference circuit.

Attendant Console Terminal Management - Provides management services for the attendant console but is not a feature that an attendant uses as part of attendant's responsibilities. Rather, it is a feature provided by the switch to support the attendant console. The basic services provided are:

Button Management: The switch maintains information about the button configuration of the console. For example, a console could have ten buttons. For one console, the switch could configure these ten buttons to be six call appearances and four feature buttons. For another console, these ten buttons could be eight call appearances and two feature buttons.

Call Appearance Selection: The switch selects a call appearance on the console for incoming calls and for certain attendant-originated calls (e.g., origination via Direct Trunk Group Selection, Direct Station Selection, etc.).

Telephone Number Management: A maximum of eight listed telephone numbers (TNs) can be assigned to an attendant group. The switch does not support shared call appearances for attendant positions. Each attendant is capable of having a unique TN, other than the listed telephone number (LTN), for purposes of attendant-to-attendant calls.

Display Management: Many of the attendant features use a console display.

Lamp Management: Lamp management is responsible for controlling console lamps associated with features.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Attendant Console Terminal Management (Continued)

Tones Management: The switch informs the console to alert the attendant to one of four specific events. The console is responsible for generating corresponding tones. Note that these are not in-band call processing tones generated by the switch. The four alerting tones, arranged in priority of importance are:

1. Emergency informs the attendant that an emergency call is waiting (highest priority).
2. Timed Reminder informs the attendant that a timed reminder for a held call or an unanswered transferred call has expired.
3. Call Waiting informs the attendant that calls are in queue waiting to be answered.
4. Alerting informs the attendant that a call is alerting the console.

Attendant Control of Voice Terminals - Routes calls destined for a line or group of lines to the attendant for handling. It is activated by the attendant or automatically by the switch.

Attendant Direct Station Selection/Busy Lamp Field - Allows the attendant to display the status of up to 10,000 telephone numbers (TNs) in 100 groups of 100 contiguous TNs starting at 00. Within a group of 100, the attendant can select a station via a single keystroke. Two selection options are available: one for monitoring up to 800 TNs and the other for monitoring up to 10,000 TNs.

Attendant Direct Trunk Group Selection - Allows the attendant to select an idle trunk for an outgoing call by pressing a single button on the console.

Attendant Emergency Override - Allows the attendant to complete incoming calls to stations:

- That are busy from setting the make busy key;
- That have a series completion or multiline hunt arrangement;
- With Call Forwarding activated; or
- With terminating restrictions.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Attendant Incoming Calling Identification (Customer Group) allows an attendant to identify the type of facility over which an incoming call to the attendant was routed.

Attendant Night Service - Routes calls directed to the ISDN Attendant to a different station. This feature is activated and deactivated from a designated ISDN Attendant console. The user can select one of the following options for Night Service routing:

Fixed Routing: Calls are routed from the major listed telephone number to a preselected night station. Routing is controlled by the operating company and can be charged by a service order.

Flexible Routing: The ISDN Attendant user Call Forwarding-Variable to arrange routing.

Trunk Answer From Any Station: Calls activate a night ring or other indicator at all stations in the group. Calls can be answered at any station by dialing an access code for the call pickup feature.

When Night Service is activated, trunk queuing and automatic callback are automatically canceled, and the attendant can originate calls.

Attendant Originated Permission Display (Class of Service) identifies the originating permissions of lines that have been routed to the attendant.

Attendant Position Busy allows the position to be made busy by the attendant. When the position is made busy in a single position arrangement, new calls to the position receive busy treatment. In a multiple position arrangement, new calls are directed to a different console position. When a position is in a position-busy state, the attendant can serve calls on hold, calls alerting the console, and calls on a timed reminder and can also originate calls. The attendant can remove the position busy condition at any time.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Attendant Power Failure Transfer (ISDN Communication Failure) routes calls destined for the attendant to a preassigned telephone number (TN) during a commercial power failure at the customer premises.

Attendant Selective Customer Control of Facilities allows an attendant to deny access to a trunk or simulated facility group. All calls, including attendant-originated calls, are denied access to the facility when this feature is activated. Calls to restricted facilities are routed as specified by the customer.

Attendant Through Dialing allows an attendant to access an outgoing facility for a calling party within the group who has restrictions or difficulty in placing an outgoing call.

Attendant Timed Reminder provides a timer that is started when a call is camped-on, when the called party has not answered after a transfer, or when a call is on hold. When the timer expires, the attendant is alerted and can pick up the call to talk to the calling party. The length of the timer is specified by the customer.

Attendant Traffic provides the following counts for each attendant console position. These counts are available only to a designated attendant (master position) for display at the console and via traffic data to customer reporting mechanisms.

- Aggregate work time for the position
- Minutes the position has been active
- Number of calls handled by the position

Customer traffic reports these counts periodically (every 30 minutes). The master position can obtain this information for each attendant position in the attendant group. The master position must make repeated requests for this data to sequence through all the data for attendants in the attendant group.

These counts are zeroed by the switch when an attendant activates a position. The counts apply only to calls offered to the position, not including time waiting in a central office queue or calls abandoned before connection to an attendant call appearance. These counts are not part of the standard traffic reporting mechanism of the switch (e.g., hourly reports).

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Attendant Trunk Group Indicators allow an attendant to monitor the level of traffic on customer selected trunk groups. A maximum of 16 trunk groups per attendant position can be monitored. A maximum of 64 trunk groups per attendant group can be monitored. Each attendant position is capable of monitoring a different set of trunk groups. Two trunk indicators, busy and warning, are provided per trunk group. These indicators are based on traffic thresholds. The attendant is notified if the thresholds are exceeded or if the traffic levels recede below the thresholds.

Attendant Trunk Identification provides a display of the trunk group and member number of the incoming or outgoing trunk in use at the request of the attendant.

Attendant Trunk Queuing allows an attendant position to invoke this feature when all trunks in a trunk group are busy and provides call-back when a trunk is available.

Automatic Dropback to ISDN Attendant (Serial Calls) lets an attendant complete a call from an incoming trunk to two or more stations in succession, without requiring the calling party to redial the attendant. When the called party disconnects, the attendant is recalled and the calling party can give further instructions for the next call. This feature provides time and cost savings for a long-distance caller because the largest cost per time-segment occurs at the beginning of a call. Serial calling can also be used by callers within a group to place a series of calls over an outgoing trunk.

Dial Access to ISDN Attendant provides dial access from stations within the customer group.

Even Call Distribution (Uniform Call Distribution) uniformly distributes calls to multiple attendant positions.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Flexible Night Service/Attendant Call Forwarding

Night Service routes calls normally directed to the attendant group to a different location (night location, also known as a night telephone number). Routing may be provided in one of the following ways:

- Fixed - All calls to all listed Telephone Numbers (LTNs) served by Multiple Position Hunt (MUPH) or ISDN Attendant (ISAT) groups are routed to a preselected (at subscription time) night telephone number and the activation/deactivation of it is done from a designated console only.
- Trunking Answer from any Station: All calls to all LTNs served by MUPH or ISAT groups activate a night bell or other indicator so that calls may be answered at any station by dialing an answer access code for the call pickup feature.
- Flexible: The Attendant call forwarding feature is used to selectively route all calls to an LTN served by a MUPH or ISAT group to a different customer changeable night telephone number and the activation/deactivation of it can be done from any console in the MUPH or ISAT group. Flexible and fixed night service can be assigned concurrently to the same MUPH or ISAT group and both features can be used by attendants. The flexible night service feature, when activated, will take precedence over the fixed night service activation.

Attendant Call Forwarding allows attendant to activate/deactivate call forwarding for any LTN within the MUPH or ISAT group (i.e., Flexible night service) and for any extension or station with call forwarding variable assigned can be controlled from the attendant console.

Number of Calls on Queue-ISDN Attendant can be displayed for each ISDN call identification (ICI) type. By repeating the request, the attendant can display all ICI queues.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Attendant Package Features (Continued)

Queuing of ISDN Attendant with Call Waiting Indication (Lamps) provides queuing of calls designated for attendants who are to receive a particular call type, as determined by the Incoming Call Identification feature. Queues are served on a "first come, first serve" basis. An indicator is lighted to alert the attendant that a call is waiting.

Total Number of Calls Handled Display Data for ISDN Attendants provides supervisors with traffic data information about each attendant in the ISDN attendant group. This information includes:

- Average time for calls on queue abandoned before being served
- Average time on queue for served calls
- Longest time for a call on queue
- Total number of calls on queue abandoned before being served
- Total number of served calls

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

Circuit Switched Data 1000 Package

Data Call Forward allows a customer to forward incoming calls to another telephone number.

Data Multi-Line Hunt Group provides sequential hunting among lines in a hunt group for calls to a pilot number.

Data Speed Call-Short List allows speed calling over a Circuit Switched Data Channel. A short list allows storing up to eight numbers.

Data Toll Restriction denies toll calls attempted from Circuit Switched Data Channels.

Circuit Switched Data 2000 Package

Data Call Back notifies a calling party after a busy line becomes idle and then automatically establishes the call.

Data Circular Hunting searches for a vacant line in a hunt group for calls to a pilot number. The hunting starts from the idle line found by the previous hunt.

Data Group Speed Calling 30 permits sharing a list of speed call numbers among a group of lines. The list may be updated by a service order. The function permits up to thirty stored numbers.

Data Speed Call-Long List allows speed calling over a Circuit Switched Data Channel. A long list allows storing up to thirty numbers.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

X.25 Basic Package

X.25 Assignment of Non-Hunt Dns to Hunt Terminals provides the ability to designate one or more of the Directory Numbers (DNs) associated with a given hunt terminal in a Hunt Group as non-hunt DNs. The non-hunt DN allows calling users to bypass the hunt arrangement and specifically address the subscribed hunt-terminal.

X.25 Basic Business Group provides for the creation of ISDN Basic Business Groups (a collection of lines and private facilities, served by a single switch). The switch regards this collection as a group in order to provide shared access-restriction features.

X.25 Business Group Dialing Plan allows an ISDN Basic Business Group the ability to have a private dialing plan tailored to the group's specific needs. Members of the Group can originate packet calls to other members of that Group using a subset of the called party's number (from 1 - 6 digits). The abbreviated code is included in the Called Address field of an X.25 Call Request packet from the calling user.

X.25 CCITT DTE Facilities are a set of Data Terminal Equipment (DTE) facilities intended to support end-to-end signaling required by the Open Systems Interconnection (OSI) network service. These facilities are passed unchanged between the two packet mode DTEs involved.

X.25 Flow Control Parameter Negotiation permits negotiation on a per call basis of the flow control parameters. This consists of automatically negotiating the maximum packet size and window size for each direction of data transmission.

X.25 Interexchange Carrier (IC) Preselection allows the ISDN user to preselect (by service order) an interexchange carrier for packet-switched data calls.

X.25 Incoming Calls Barred prohibits a data terminal from terminating an incoming call.

X.25 ISDN Automatic Message Accounting (AMA) feature collects data and provides automatic message accounting record generation for billing of packet-switched calls on the B-channel and D-channel.

X.25 Numbering and Routing provides an International Numbering Plan and call routing for Public Data Networks as defined in CCITT Recommendations X.121 (PPSN numbering plan) and E.164 (ISDN numbering plan).

X.25 Outgoing Calls Barred prohibits a data terminal from originating outgoing virtual calls.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

X.25 Basic Package (Continued)

X.25 Reverse Charge permits a called party to be billed for a call.

X.25 Reverse Charge Acceptance allows a called party to accept charges for incoming calls.

X.25 Recognized Private Operating Agency (RPOA) Selection (Basic) allows a customer to specify an interLATA carrier for packet switching on a per call basis. If an RPOA is used, this overrides the IC Preselection, if a preselected carrier is provisioned.

X.25 Supplementary Services User Testing allows the user to test either the B-channel or D-channel by placing a call to that users own Directory Number (DN).

X.25 Throughput Class Negotiation allows the calling data terminal to request specific throughput classes in a call request package for both directions of data transmission.

X.25 Transmit Delay Selection and Indication allows the data terminal to specify an acceptance transit delay on a per-call basis for virtual call.

X.25 User Access to Both B-Channel and D-Channel allows user access to all three channels.

X.25 Deluxe Package Includes Basic package plus the following:

X.25 Closed User Groups allows ISDN subscribers to establish subnetworks within which the members of a closed user group can communicate. A member can not communicate with parties outside of the closed user group. Closed user groups are established by a service order. A user can belong to more than one closed user group.

X.25 Fast Select/User to User 16 Octets of Data in Call Request allows a sending data terminal to forward up to 16 octets (128 bytes) of data along with call setup and clearing packets. This feature is initiated on a call-by-call basis.

X.25 Fast Select Acceptance allows transmitting incoming call packets with the fast select facility to a compatible destination terminal.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

FEATURES (Continued)

Digital (ISDN) WINDSTREAM Centrex Service (Continued)

X.25 Deluxe Package (Continued)

X.25 Hunt Groups allows grouping access lines so that a packet switched data call incoming to a hunt group is completed if there is an open channel on an access line within the hunt group. A Hunt Group is established by service order. Members of a Hunt Group can be distributed among the ISDN switching modules within the central office switch, but the Hunt Group cannot span switches. A Basic Rate Interface line within a Hunt Group can have its own address (individual line addressing) and can accept calls independent of the Hunt Group. A Hunt Group can have multiple group addresses.

X.25 One-Way Outgoing Logical Channel allows an ISDN subscriber to specify the number of channels to be used for originating calls.

X.25 Permanent Virtual Circuit allows packet switching to be implemented over a dedicated channel without needing call setup or clearing.

Optional Services

Data Direct Connect provides an automatic connection between a calling line that goes off hook and a predetermined telephone number using a Circuit Switched Data Channel.

Data Closed User Group permits grouping Circuit Switched Data Channels into groups. Calls within a group are allowed, but calls between groups are denied.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

RATES

Service Line

Rates are determined by the total system size. Total system size will be a combination of Analog and Digital (ISDN-BRI) Service lines. For example, if a customer requests 28 Analog/Digital lines, all 28 lines will be billed at the 26-50 lines group, per Analog/Digital line rate. Arrangements exceeding 200 lines will be offered on an individual case basis. The following rates apply during the contract period and until the service is discontinued:

Pricing Example:

Customer requests 50 stations split evenly between Analog WINDSTREAM Centrex Service and Digital (ISDN) WINDSTREAM Centrex Service, 12-month contract.

25 Analog stations = 25 Analog lines

25 Digital (ISDN) stations =  $25/2 = 12.5 = 13$  Digital (ISDN) lines [Each Digital (ISDN) WINDSTREAM Centrex Service supports 2 stations]

Total system (Analog+Digital) = 38 lines (50 stations)

Price using "26-50 lines" line range since total system is 38 lines.

12-Month Contract, 26-50 lines, Analog =  $(\$24.70/\text{line}) \times (25 \text{ lines}) = \$ 642.50$

12-Month Contract, 26-50 lines, Digital =  $(\$35.00/\text{line}) \times (13 \text{ lines}) = \$ 455.00$

Other rate elements will apply as required.

Network Access Register

A software defined path in the WINDSTREAM Centrex Service system which provides network access to the stations in that system.

	Monthly Rate	
Network Access Register	\$18.86	(R)
<u>Individual Line Loop Extension</u>		
ILLE per ISDN Access	55.00	

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES

ANALOG WINDSTREAM Centrex Service

Station/Lines

Line Size	Monthly Rates (1)(2)	
Month to Month Contract		
2 - 25 Lines, per line	\$31.11	(RI)
26 - 50 Lines, per line	30.31	(RI)
12 Month Contract		
2 - 25 Lines, per line	\$28.11	
26 - 50 Lines, per line	27.56	
51 - 100 Lines, per line	25.35	
36 Month Contract		
2 - 25 Lines, per line	\$27.11	
26 - 50 Lines, per line	26.56	
51 - 100 Lines, per line	26.21	

- (1) Does not include FCC Subscriber Line Charge. Refer to Windstream Telecommunications, LLC, Tariff FCC No. 1 Section 20. Also refer to the Subscriber Line Charge Credit in these terms of service.
- (2) Network Access Register (NAR) rates in addition to line rates.

ISSUED: August 2, 2011

EFFECTIVE: October 1, 2011

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES

FEATURE PACKAGES

ANALOG WINDSTREAM Centrex Service (Continued)

	<u>MONTHLY CHARGE per line</u>
Feature Series 1000	\$3.00
Feature Series 2000	3.50
Feature Series 3000	4.00
Automatic Route Selection	-

DIGITAL WINDSTREAM Centrex Service  
Feature Packages - per line

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
MBKS Basic	\$ 25.00	\$ 6.00
MBKS Deluxe	25.00	8.00
MBKS 3000 Deluxe	25.00	12.00
Analog Attendant Feature Package		75.00
Digital Attendant Feature Package	\$100.00	35.00

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES

DIGITAL (ISDN) WINDSTREAM Centrex Service (Continued)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
Line Size		
Month to Month Contract		
2 - 25 Lines, per line	\$70.00	\$33.00
6 - 50 Lines, per line	70.00	32.45
12 Month Contract		
2 - 25 Lines, per line	\$35.00	\$32.25
26 - 50 Lines, per line	35.00	31.70
51 - 100 Lines, per line	35.00	31.35
36 Month Contract		
2 - 25 Lines, per line		\$31.25
26 - 50 Lines, per line		30.70
51 - 100 Lines, per line		30.35

- (1) Does not include FCC Subscriber Line Charge. Refer to Windstream Telecommunications, LLC, Tariff FCC No. 1 Section 13. Also refer to the Subscriber Line Charge Credit in these terms of service.
- (2) Network Access Register (NAR) rates in addition to line rates.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

The Subscriber Line Credit and Line Connection Charge will be rated below based upon trunking equivalencies. Resultant rates are as follows:

<u>Line Size</u>	<u>Subscriber Line Charge Per Line, per month</u>
2	(\$0.60)
3 to 5	(\$2.40)
6 to 10	(\$3.00)
11 to 25	(\$4.08)
26 to 50	(\$4.80)
51 to 75	(\$5.04)
76 to 100	(\$5.10)

  

<u>Line Size</u>	<u>Line Connection Charge Per Line(1)</u>
2	\$18.00
3 to 5	12.00
6 to 10	10.00
11 to 25	6.40
26 to 50	4.00
51 to 75	3.20
76 to 100	3.00

(1) In addition to applicable service order charges in Section 6.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES (Continued)

<u>OPTIONAL SYSTEM FEATURES(1)</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
-Automatic Route Selection(2)(10)	\$175.00	\$1.00
-WATS Access	25.00	3.00
-800/888 Service Access	39.16	3.00
-Tie Facility Access	25.00	20.00
-FX Access	25.00	20.00
-T1 Access	100.00	105.00
-Limited Automatic Call Distribution(10)		.30
-Preferential Hunting(10)		.20
-Stop Hunt(3)(4)(10)		1.00
-Priority Queuing(5)(10)		2.00
-Authorization Codes, per group of 10	25.00	.30
-Terminal Make Busy(4)(10)		1.00
-Paging/Public Address Access	25.00	40.00
-Dictation Access	25.00	40.00
-Code Calling Access	25.00	25.00
-Music On Hold(9)(11)		15.00
-Recorded Announcement - Custom	145.00	40.00
-Conference Calling 6 or 8 Port	100.00	40.00
-Additional Number-Analog		2.00
-Additional Number-Digital		2.00
-Priority Set C.O. Interface		5.00
Automatic Line (DMS only)		1.00

OPTIONAL ATTENDANT FEATURES(1)

-WINDSTREAM Data Link Service Console Interface	210.00	90.00
-Multiple Listed Directory Number	25.00	1.00
-Pre-Determined Night Answer (PNA)	25.00	1.00
-Universal Night Answer (UNA)(6)(7)	65.00	1.00
-Mixed Night Answer(8)	65.00	10.00
-Additional Console Member	185.00	90.00
-Flexible Night Answer	2.00	1.00
Pilot Number of Hunt Groups		.20
Speed Call 30		.30

See next sheet for footnotes.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES (Continued)

OPTIONAL SYSTEM FEATURES (Continued)

- Note:
- (1) In addition to applicable Service Charges in Section 6 of the Local Exchange Tariff, Line Connection charges will apply as shown in this section of the tariff for those customers choosing month-to-month contract option.
  - (2) Facilities Restriction Level, Time of Day Routing, and Expensive Route Warning are a part of Automatic Route Selection.
  - (3) Requires one or more hunt groups.
  - (4) May require additional hardware.
  - (5) Requires off-hook queuing.
  - (6) Requires listed directory number.
  - (7) Requires data-link console
  - (8) Requires PNA and UNA
  - (9) Where facilities and conditions permit.
  - (10) Rates per line equipped.
  - (11) Rate per type.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES (Continued)

CCLASS SERVICE

Feature Package

Includes Automatic Busy Redial, Automatic Call Return, Call Block, Speed Call Acceptance, Custom Call Forward and Custom Call Waiting.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Per Line</u>
2 - 25 lines	(1)	\$5.00
26 - 50 lines	(1)	4.50
51+ lines	(1)	4.00

Maximum total charge per customer for the Feature Package is \$400.00 (: CENFS CLASS SYSM/: 52353).

Optional Features

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Per Line</u>
Call Tracing Service		
Per Occurrence	\$ 10.00	\$ 6.00
Personal Alert	(1)	4.00
Calling Number Identification (CNID) - ANALOG ONLY		
2 - 25 lines	(1)	\$6.00
26 - 50 lines	(1)	4.50
51+ lines	(1)	4.00
CNID RATE OPTION - Analog Only		<u>Monthly Rate Per Customer Group</u>
2 - 25 lines	(1)	\$20.00
26 - 50 lines	(1)	40.00
51+ lines	(1)	80.00
Cancel Calling Number Delivery	NO CHARGE	

- (1) Applicable service charges from Section 6 of these terms of service.
- (2) CNID offered as a part of ISDN service at no additional charge.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES

DIGITAL (ISDN) WINDSTREAM Centrex Service (Continued)

CCLASS Service (Continued)

Calling Name and Number Delivery

	<u>Nonrecurring Charge</u>	<u>Monthly Rate Per Cust. Group</u>
2 - 25 lines	(1)	\$ 40.00
26 - 50 lines	(1)	80.00
51+ lines	(1)	160.00

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>B-Channels</u> Per Line		
Voice Only		\$ 4.00
Voice/Circuit Switched Data(1)		14.50

(1) Applicable charges from Section 13 of these terms of service.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES (Continued)

	<u>Nonrecurring Charges</u>	<u>Monthly Rates</u>
<u>D-Channel</u> Per Channel		
	D-Packet \$5.00	
<u>Additional Directory Listings</u> service <u>ISDN Multibutton Key System (MBKS)(1)</u>		See Section 7 of these terms of
MBKS Basic	\$25.00	\$ 6.00
MBKS Deluxe	25.00	8.00
MBKS 3000	25.00	12.00
<u>Data Feature Packages(1)</u>		
X.25 Enhanced Package Circuit Switched Data	15.00	5.00
1000 Package	15.00	3.00
2000 Package	15.00	5.00
Data Closed User Group		1.00
Data Direct Connect		1.00

(1) Charges for all Feature Packages are applicable, per ISDN Access.

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

MONTHLY CHARGES - DIGITAL (ISDN) WINDSTREAM Centrex Service (Continued)

Rates (Continued)

Foreign Exchange Service

Applicable FX charges when customer chooses Digital (ISDN) WINDSTREAM Centrex Service from another exchange although digital (ISDN) WINDSTREAM Centrex Service is not available in the customer's serving exchange. The charges below are FX charges only and in addition to the rates all other ISDN rates.

	<u>Monthly Rate (1)</u>
Foreign Exchange Service per Digital (ISDN) WINDSTREAM Centrex Service Access	\$72.19
Foreign Exchange Service Interoffice Transport, per V & H mile	1.90

(1) In lieu of charges for FX Service in the Windstream State Access Tariff

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

DATA BASE ADDITIONS, CHANGES OR DELETIONS

	NON-RECURRING <u>CHARGE</u>
MAJOR SOFTWARE CHANGE	\$ 100.00

- CUSTOMER REQUESTED DATA BASE PROFILE
- ADD DATA-LINK ATTENDANT (1)
- ADD ARS FEATURES
- ADD TRANSLATION TABLE
- CUSTOMIZED DIALING PLAN

ROUTINE SOFTWARE CHANGE TO EXISTING SERVICES	\$ 50.00
---	----------

- CHANGE TRUNK GROUP
- CHANGE CUSTOM RECORDING
- CHANGE ARS TRANSLATIONS
- CHANGE TRANSLATIONS TABLES
- ADD MUSIC ON HOLD
- CHANGE DIGITAL SYSTEM CONFIGURATION

MINOR SOFTWARE CHANGE	\$ 25.00
-----------------------	----------

- ADD SUBGROUP
- CHANGE SUBGROUP
- ADD HUNT GROUPS
- ADD ACD HUNT GROUP (2)
- ADD/CHANGE SIMULATED FACILITY GROUP (SFG)
- ADD QUEUING GROUPS (3)
- ADD LISTED/ATTENDANT NUMBER
- NIGHT ANSWER (UNA/PNA) (4)
- PAGING/PUB. ADD./CODE CALLING (5)
- CONFERENCE CALLING - 6,8,12,16,18,24 ports
- REMOTE ACCESS DIRECTORY NUMBER (6)
- AUTH. CODE VALIDATION (7)
- MUSIC ON HOLD ACCESS
- DICTION LINK ACCESS
- STANDARD RECORDING
- EXTENDED PICK-UP CODE
- EXECUTIVE BUSY OVERRIDE
- MULTI-LEVEL RESTRICTION (8)(9)
- CHANGE TRANSLATIONS
- ADD LINE FEATURES (7)

Database additions or changes not listed in these terms of service will be charged a rate of \$50.00 per hour or a fraction thereof.

Footnotes on next page

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WINDSTREAM CENTREX SERVICE/DIGITAL (ISDN) WINDSTREAM CENTREX SERVICE

DATA BASE ADDITIONS, CHANGES OR DELETIONS (Continued)

- (1) Plus Minor Software Change Charge for recording, queuing, station changes.
- (2) Plus Minor Software Change Charge each trunk group.
- (3) Plus Minor Software Change Charge each PNA number, zone, area.
- (4) Plus Minor Software Change Charge each area.
- (5) Plus Minor Software Change Charge each authorization code.
- (6) Plus Minor Software Change Charge each 2 codes.
- (7) Plus Minor Software Change Charge to add toll control.

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CYBER CONNECT SERVICE

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## CYBER CONNECT SERVICE

### CYBER CONNECT SERVICE

#### GENERAL

Cyber Connect Service provides network dial tone service between a customer's premises and the local serving office on a channelized basis (DS0) over a single high-capacity (DS1) digital facility that terminates on the trunk side of the switch in the local serving office. Cyber Connect is available for data dialed access use.

Cyber Connect is provided in capacity increments of 24 digital channels within a single DS1 (1.544 Mbps) signal.

Cyber Connect provides a trunkside DS1 connection with 24 channels. Cyber Connect does not provide the function of analog to digital (or vice versa) conversions, and no service types can be specified on the DS1.

Cyber Connect is comprised of a Cyber Connect Capacity component:

- (1) The Cyber Connect Capacity will be at the rates and charges as specified under Rates and Charges of this Section.
- (2) Cyber Connect customers will have to select capacity in increments of 24 digital channels.

Customers will be offered Cyber Connect on a month-to-month basis only.

#### DIGITAL ARCHITECTURE

Cyber Connect differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks.

The time required to provision service is known as the service date interval. The service date interval for Cyber Connect and related network services connected to Cyber Connect will differ from the normal guidelines applicable to end-to-end services.

Cyber Connect will be available on a digital basis at the network interface on a customer's premises. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications on the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have an identity only as a "time slot" within a DS1 Channel. Compatible digital to analog conversion equipment must be provided by the customer to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer.

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CYBER CONNECT SERVICE

CYBER CONNECT SERVICE (Continued)

DEFINITIONS

Channel Service Unit (CSU) The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

Cyber Connect Capacity A DS1 signal between the customer premises and the central office. This digital link can be used to transport switched data services. Cyber Connect is available in increments of 24 digital channels.

DS0 The term DS0 denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps.

DS1 The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provides for the two-way simultaneous transmission of isochronous timed bit stream format. Unframed signal formats are not permitted or compatible with Company equipment.

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CYBER CONNECT SERVICE

CYBER CONNECT SERVICE (Continued)

REGULATIONS

Cyber Connect is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company. Clear Channel Capability (B8ZS) will be provided where available.

Cyber Connect is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified in Section 10 of these terms of service may be applicable.

All Cyber Connect must be channelized in a single equipment location on a customer's premises. Cyber Connect cannot be split between premises, or multiple locations within a premise. Standard network interfaces, without Integrated Services Digital Network (ISDN) signaling and without any line type features, will be provided by the Company for analog and digital services consistent with existing practices.

APPLICATION OF RATES

The Cyber Connect Capacity rate is applicable to each Cyber Connect.

The Cyber Connect Capacity element provides for the network facility to the customer premises and the central office channelization.

Cyber Connect Service is available on a month-to-month basis only.

Transfer of service responsibility between customers is permitted subject to the rules and regulations as specified in Section 4 of these terms of service.

Unless specified herein, rules and regulations contained elsewhere in these terms of service are also applicable to Cyber Connect Service.

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CYBER CONNECT SERVICE

CYBER CONNECT SERVICE (Continued)

RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Cyber Connect Capacity, each	\$775.00	\$500.00

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FRAME RELAY SERVICE

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## FRAME RELAY SERVICE

### SERVICE DESCRIPTION

Frame Relay Service (FRS) is a "fast packet" network service that permits the transmission of data at speeds of 56/64\* Kbps, 128 Kbps, 256 Kbps, 384 Kbps, DS1, or DS3 using a Frame Relay Access Line and Permanent Virtual Circuits (PVCs).

Clear Channel Capability is available as set forth under Section 5.8.5 in the Windstream Facilities for State Access Tariff, and will be provided upon request, and where deemed applicable by Windstream.

PVCs are logical circuits that define a specific path for data sent by the customer to another location. These circuits are virtual because they are established in software tables and do not tie up capacity when not in use. This also allows multiple PVCs to be defined on any given port, thereby providing a single access line the capability to transmit data to multiple destinations.

In operation of Frame Relay Service, customer premises equipment, such as routers, encapsulate arriving data into variable length frames. These frames contain information identifying which PVC in the network should be used to forward the frame to the proper destination. The customer premises equipment then sends the frame into the Frame Relay network. The Frame Relay switch reads identifying information and routes the frame to the proper destination based on a pre-established PVC.

The statistical multiplexing Frame Relay switches are able to provide shared network resources to end users of this service.

Frame Relay Service conforms to ITU-T (Telecommunication Standardization Bureau of the International Telecommunication Union, formerly Consultative Committee for International Telegraph and Telephone ([CCITT]) and American National Standards Institute (ANSI) publications T1.602, T1.606, T1.617 and T1.618.

The Committed Information Rate (CIR) and the Excess Burst Rate B(e) are traffic management parameters that allow the customer to fine tune implementation of Frame Relay Service.

\* Upon request and where available.

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## FRAME RELAY SERVICE

### SERVICE PROVISIONING

Frame Relay is a transport service that facilitates the exchange of variable length information units (frames) between end user connections by way of assigned virtual connections. Each frame is passed to the Frame Relay network with an address that specifies the virtual connection.

Variable frame length capability is useful in communications between asynchronous Local Area Networks (LANs) and for transport of synchronous data traffic. Frame Relay is capable of handling the requirements of bursty data sources because of the ability of the service to allocate additional bandwidth when not in use by other sources.

Frame Relay is provided to the customer in the form of the Frame Relay User-to-Network Interface (UNI) Port with Access Line, or Frame Relay UNI Port Only, Frame Relay Network-to-Network (NNI) Port Only, Frame Relay NNI Public Access based on Committed Information Rate (CIR), and CIR-based Permanent Virtual Circuits (PVCs). The Frame Relay Access Line forms the component which provides the customer access to the customer's serving wire center and interoffice transport from the customer's serving wire center to the Frame Relay Switch. The Frame Relay Access line is provided for use only with Frame Relay Service and where pre-established by the Telephone Company. DS3 Frame Relay Service is not offered bundled with the Frame Relay Access Line. DS3 is available on a UNI or NNI port only basis and the DS3 access line is obtained from Section 5 of the Windstream Facilities for State Access Tariff. The Frame Relay UNI and NNI Port Only offerings are provided for digital special access line connections to the network supporting Frame Relay Service. Digital special access lines are available from Section 5 of the Windstream Facilities for State Access Tariff.

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## FRAME RELAY SERVICE

### SERVICE PROVISIONING (Continued)

PVCs are provisioned on either 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps, DS1 or DS3 ports, depending upon the customer's networking requirements. The actual throughput of aggregated PVC bandwidths in use at the same time on the same port cannot exceed the port speed. Since all PVCs need not be in use at the same time, it is possible for the total bandwidth of all CIR-PVCs associated with one Frame Relay Access Line to exceed the bandwidth of that Frame Relay Access Line. This is referred to as over-subscription and when this occurs, there can be no guarantee that the CIR defined for that port and PVC will be available at any point in time.

No PVC can have a CIR greater than the lower of the two port speeds connected by the PVC segment.

A PVC must be associated with at least one Frame Relay Port. A Frame Relay Port can be associated with multiple PVCs.

A customer subscribing to a FRS port or port with access line will be referred to as the Controller of the Frame Relay Port. A separate entity may subscribe, with written authorization from the Controller, to a PVC which allows communication between entities. A disconnect of a PVC does not result in the disconnect of the underlying access line and port. Only the Controller may order the disconnect of the Frame Relay Access Service. Both customers must have a Frame Relay Service. The Controller of each Frame Relay Access Service must have written permission from the Controller(s) of each of the Frame Relay Services to which a PVC is requested.

The Frame Relay Port with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different customers as Controllers.

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### FRAME RELAY SERVICE

#### SERVICE PROVISIONING (Continued)

The Committed Information Rate (CIR) and Excess Burst Size B(e) are traffic management-parameters that allow the customer to fine tune implementation of Frame Relay Service.

Occasionally, in order to perform software updates and other maintenance, it may be necessary to take the Frame Relay Switch out of service, during the predetermined maintenance window of 12:01 a.m. - 6:00 a.m. In these cases, all attempts will be made to notify the customer in advance as to the time and duration of these outages. The Telephone Company reserves the right to temporarily interrupt Frame Relay Service at other times in emergency situations.

The Telephone Company does not undertake to originate data, but offers the use of its service components, where available, to customers for the purpose of transporting customer-originated data.

Frame Relay Service is available where facilities and conditions permit.

#### OBLIGATIONS OF THE TELEPHONE COMPANY

When a customer orders a PVC which is related to other Local Exchange Carriers, Interexchange Carriers or other Frame Relay networks, the Telephone Company will provide assistance in establishing this PVC.

The Telephone Company has the service responsibility up to and including the network interface.

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## FRAME RELAY SERVICE

### OBLIGATIONS OF THE CUSTOMER

The customer's Frame Relay terminal equipment has the responsibility for retransmitting frames which are discarded due to errors or network congestion.

The customer, upon request, shall furnish such information as may be required to permit the Telephone Company to design and maintain the Frame Relay Service it offers and to assure that the service arrangement is in compliance with the regulations contained herein.

It shall be the responsibility of the customer to ensure the continuing compatibility of the customer-provided equipment (CPE) that is used in conjunction with the Frame Relay Service. The CPE shall be in compliance with FCC rules and regulations.

The customer shall be responsible for obtaining permission for the Telephone Company's agents or employees to enter the premises of the customer or its users at any reasonable hour for the purpose of installing, inspecting, repairing, or, upon termination of the service, removing the service components of the Telephone Company.

At service subscription, the customer should specify the CIR and B(e) of each PVC ordered. CIR is the maximum information rate at which the customer's traffic will be admitted to the Frame Relay network without being designated eligible for discard. The customer must specify the CIR and excess bursts at the time of the order. One hundred (100) percent CIR will be allowed when conditions and infrastructure permit.

Error correction is the responsibility of the customer's terminal equipment and/or applications. If the FRS network experiences congestion or failures, customer data may be discarded. In addition, frames that are received in excess of the Maximum Burst Rate, with bad addresses, or other errors, will be discarded on ingress to the network.

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FRAME RELAY SERVICE

RATE REGULATIONS

Minimum Period

The minimum period for Frame Relay Service is one month, except when provided under an Optional Payment Plan (OPP) arrangement. The regulations applicable to Frame Relay Service provided under an OPP arrangement are specified in these terms of service. CIR based PVCs and Public NNI Access are not offered under an OPP.

When PVCs are added to existing Frame Relay Service, the minimum period for the added PVCs is one month.

Rate Elements

Frame Relay UNI Port and Access Line

A nonrecurring charge and a monthly rate, based on the speed of the port connection (i.e., 56/64 Kbps, 128 Kbps, 256 Kbps, 384 Kbps or DS1), apply per port for each Frame Relay access line or digital private line connection to the network supporting Frame Relay Service. Each port can accommodate multiple PVCs.

Frame Relay UNI Port Only

The User-to-Network Interface (UNI) port provides for an end user to carrier connection. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each Frame Relay Access Line or digital private line connection to the network supporting Frame Relay Service. The digital private line connection can be provided via a special access line and special transport to the nearest Telephone Company Frame Relay capable serving wire center, if applicable, offered in Section 5 of the Windstream Facilities for State Access Tariff.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Rate Elements (Continued)

Frame Relay Private NNI Port Only

The Private Network-to-Network Interface (NNI) port provides for connecting two networks together for Frame Relay Service, which is dedicated to one customer. A nonrecurring charge and monthly rate, based on the speed of the port connection, apply per port for each digital private line connection to the network supporting Frame Relay Service. The digital private line connection can be provided via a special access line and special transport, if applicable, offered in Section 5 of the Windstream Facilities for State Access Tariff to the nearest Frame Relay switch.

Frame Relay Public NNI Access

The Public Network-to-Network (NNI) access connections are shared among several customers, whose data traffic traverse the link. The monthly rate is applied based on the CIR requested by the customer. Public NNI Access will be provisioned where facilities and conditions permit and where pre-established.

Frame Relay CIR-PVC

A monthly rate applies for each PVC based on the CIR requested by the customer. The customer must specify the CIR and Excess Burst desired at the time of the order. One hundred percent CIR will be allowed when conditions and infrastructure permit.

Customers may purchase Express PVC-1 or Express PVC-2 to prioritize PVCs at a higher rate than CIR-PVCs. Express PVC will help ensure maximum performance and satisfaction for applications such as Voice over Frame Relay. The above CIR conditions apply to Express PVC.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Rate Elements (Continued)

CIR-PVC Subsequent Order Charge

When a customer orders additional PVCs or B(e), or changes PVC or B(e) assignments on a Frame Relay port after the initial port installation, the CIR-PVC Subsequent Order Charge shall apply per order.

Excess Burst Size B(e)

For port size of 256 Kbs or higher, an Excess Burst size monthly recurring charge may be applicable. B(e) is uncommitted data.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Rate Application

A customer may access Frame Relay Service via a Frame Relay Access Line or via Telephone Company provided digital access facilities offered under Section 5 of the Windstream Facilities for State Access Tariff. If a customer utilizes a special access line to access FRS, the associated regulations, rates and charges for such facilities shall apply in addition to the rates and charges associated with the FRS rate elements.

A customer utilizing special access facilities to access FRS would incur the monthly rate and nonrecurring charge associated with the Frame Relay UNI or NNI Port Only charge set forth in these terms of service. The UNI Port provides for a user to frame relay switch connection; the NNI Port provides for a frame relay switch to frame relay switch connection.

The Frame Relay Access Line with CIR-PVC capacity may be ordered and billed separately from an associated frame relay port and PVC and can have different Controllers, as previously discussed. A request by one customer to discontinue a PVC does not result in the disconnection of the Frame Relay Access Line and Port. Only the Controller of a Frame Relay Access Line may authorize a disconnect of that line.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Rate Application (Continued)

Administrative changes to existing service will be made without charge(s) to the customer. Administrative changes are as follows:

- Change of customer name, i.e., the customer or record does not change but rather the name of record changes its name, e.g., XYZ Company to XYZ Communications,
- Change of customer premises address when the change of address is not a result of a physical relocation of facilities,
- Change in billing data (name, address, or contact name or telephone number),
- Change of customer contact name or telephone number, and
- Change of customer service element identification.

Optional Payment Plan (OPP)

General

The terms and conditions specified herein are applicable to Frame Relay Service and are in addition to other regulations as specified in these terms of service.

The Frame Relay UNI Port with Access Line, the Frame Relay UNI or NNI Port Only rate elements are available under an OPP. CIR-PVC capacity is not offered under an OPP. Digital special access lines and additional features are available at their tariffed rates and regulations, as set forth in the Windstream Facilities for State Access Tariff.

Frame Relay OPP rates will not be greater than standard month-to-month Frame Relay rates, for the same rate elements.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Optional Payment Plan (OPP) (Continued)

General (Continued)

Three year and five year OPP rates will be equal to or less than the one year OPP rates. Decreases to the one year OPP rates will flow through to the three year and five year OPP rates.

Payment periods of one year, three year, and five year are available to all customers at the applicable rates set forth in 51(F)(2) regardless of when they subscribe to an OPP arrangement. Rate elements must be ordered under the same OPP period.

The customer must designate on the order the payment period for the OPP.

Outside moves, provided in accordance with Section 6, will allow the customer to retain the same OPP payment period. Any other move will be treated as a disconnect of the service and termination liability charges will apply.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Optional Payment Plan (OPP) (Continued)

Changes in Length of OPP Period

Prior to the completion of the selected OPP period, the customer may elect to convert to a new OPP period of the same or different length, subject to the following conditions:

- No credit toward the new payment period will be given for payments made under the original OPP arrangement.
- Nonrecurring charges will not be reapplied for existing service(s).
- If the new OPP period is shorter in length than the time remaining under the existing OPP, the change to the new OPP period constitutes a discontinuance of the existing OPP service and termination liability charges apply.

Renewal Options

- (1) At the expiration of a OPP period, the Telephone Company will automatically renew the service at the same OPP period unless the customer chooses to convert to a different OPP period, convert to month-to-month rates or discontinue service.
- (2) Conversion to a different OPP period at the time of renewal will require the customer to submit a change order. Conversion of existing OPP service to a different OPP period will be allowed without application of any nonrecurring or ordering charges.
- (3) Conversion to month-to-month rates will be treated as a disconnect of service and establishment of new service. However, if no other changes are ordered, no charge will apply.

Notification of Discontinuance

An order for discontinuance of an OPP arrangement must be submitted in writing and received by the Telephone Company at least thirty (30) days prior to actual disconnect of service. Monthly charges will apply for a period of thirty (30) days from the date the Telephone Company receives disconnect notification or until the requested disconnect date, whichever period is longer.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Optional Payment Plan (Continued)

Upgrade to Higher Speed Service

Customers may elect to upgrade service(s) to a higher speed during an OPP period, subject to the following conditions:

- Both the existing and new service is provided by the Company.
- The order to discontinue a service at an existing speed or capacity and the order for the upgraded service are received by the Company at the same time.
- The new services will be provided at the same customer location as the discontinued service.
- The fixed-period plan for the upgraded service(s) meets or exceeds the remaining length of the existing fixed-period plan.
- The total monthly rate of the new agreement is equal to or greater than the total monthly rate of the existing agreement period.
- The monthly rates for the upgraded services and/or service elements will be those in effect at the time of the service upgrade.
- Termination liability charges will not apply as long as the upgraded service remains connected at the same points of termination(s).
- Nonrecurring Charges will not apply to the upgraded Port or Port and Access Line.
- Nonrecurring Charges will apply for all other services.

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FRAME RELAY SERVICE

RATE REGULATIONS (Continued)

Optional Payment Plan (OPP) (Continued)

Termination Liability

When an OPP arrangement is discontinued prior to the end of the period, termination liability charges, as set forth below, will apply based on the remainder of the OPP period in effect at the time of disconnect.

Termination charges for Frame Relay Service (port only or port and access) will also apply if the minimal amount defined in the contract is not retained. Charges are set forth below with the penalty assessed for each service that falls below the minimum number.

One Year OPP - 50% of any remaining portion of the first year's recurring charges for the in service quantity.

Three Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second and third years, the customer will be liable for 10% of the total monthly recurring charges in that time period for the in service quantity.

Five Year OPP - 50% of any remaining portion of the first year's recurring charges. In addition, for any remaining portion of the second through fifth years, the customer will be liable for 20% of the total monthly recurring charges in that time period for the in service quantity.

Termination Without Liability

During an OPP period, should the currently effective rate for a customer's service increase, the customer may, at his/her option, terminate the OPP arrangement without penalty or liability.

Credit of Termination Liability

Credit of termination liability charges for Frame Relay services may be applicable in the case of re-establishment of similar Frame Relay Service of equal to or higher speeds within six months of termination for the same length of the OPP. The amount of credit will be one-sixth of the penalty times the number of months service is re-established until the sixth month.

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FRAME RELAY SERVICE

RATES AND CHARGES

Standard Arrangements

Frame Relay UNI Port and Access Line, each

<u>56/64# Kbps</u>		<u>128 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$295.00	\$110.00	\$395.00	\$200.00

  

<u>256 Kbps</u>		<u>384 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$395.00	\$280.00	\$395.00	\$365.00

  

<u>DS1 Service</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$395.00	\$530.00

# Upon request and where available.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued\_

Standard Arrangements (Continued)

Frame Relay UNI Port Only, each@

<u>56/64# Kbps</u>		<u>128 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$80.00	\$45.00	\$150.00	\$80.00
<u>256 Kbps</u>		<u>384 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$150.00	\$115.00	\$150.00	\$160.00
<u>DS1 Service</u>		<u>DS3 Service</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$395.00	\$300.00	\$395.00	\$1,180.00

# Upon request and where available.

@ Refer to Section 5 of the Windstream Facilities for State Access Tariff for the appropriate Special Access Line and Transport Rate.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Private NNI Port Only, each@

<u>56/64# Kbps</u>		<u>128 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$55.00	\$30.00	\$95.00	\$45.00
<u>256 Kbps</u>		<u>384 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$95.00	\$65.00	\$95.00	\$78.00
<u>DS1 Service</u>		<u>DS3 Service</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$295.00	\$180.00	\$595.00	\$800.00

# Upon request and where available.

@ Refer to Section 5 of the Windstream Facilities for State Access Tariff for the appropriate Special Access Line and Transport rate.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Public NNI, based on CIR

<u>1-32 Kbps</u>		<u>33-64 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$20.00	\$20.00	\$25.00

  

<u>65-96 Kbps</u>		<u>97-128 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$30.00	\$20.00	\$35.00

  

<u>129-192 Kbps</u>		<u>193-256 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$40.00	\$20.00	\$50.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Public NNI, based on CIR (Continued)

<u>257-320 Kbps</u>		<u>321-384 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$55.00	\$20.00	\$60.00
<u>385-512 Kbps</u>		<u>513-768 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$70.00	\$20.00	\$80.00
<u>769-1152 Kbps</u>		<u>1,153-1,536 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$90.00	\$20.00	\$105.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Public NNI, based on CIR (Continued)

<u>1,537-4,000 Kbps</u>		<u>4,001-10,000 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$135.00	\$20.00	\$290.00
<u>10,001-15,000 Kbps</u>		<u>15,001-20,000 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$410.00	\$20.00	\$510.00
<u>20,001-25,000 Kbps</u>		<u>25,001-30,000 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$610.00	\$20.00	\$700.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Public NNI, based on CIR (Continued)

<u>30,001-35,000 Kbps</u>		<u>35,001-40,000 Kbps</u>	
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
\$20.00	\$775.00	\$20.00	\$875.00
<u>40,001-45,000 Kbps</u>			
<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>		
\$20.00	\$975.00		

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual Circuit CIR, each

Based on CIR Requested

	<u>1-32 Kbps</u>	<u>33-64 Kbps</u>	<u>65-96 Kbps</u>	<u>97-128 Kbps</u>
Monthly Rate	\$8.00	\$15.00	\$22.00	\$27.00
	<u>1-32 Kbps</u>	<u>33-64 Kbps</u>	<u>65-96 Kbps</u>	<u>97-128 Kbps</u>
ExpressPVC-1 Monthly Rate	\$10.00	\$18.75	\$27.50	\$33.75
	<u>1-32 Kbps</u>	<u>33-64 Kbps</u>	<u>65-96 Kbps</u>	<u>97-128 Kbps</u>
Express PVC-2 Monthly Rate	\$8.80	\$16.50	\$24.20	\$29.70

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual Circuit CIR, each (Continued)

Based on CIR Requested (Continued)

	<u>129-192 Kbps</u>	<u>193-256 Kbps</u>	<u>257-320 Kbps</u>	<u>321-384 Kbps</u>
Monthly Rate	\$36.00	\$42.00	\$48.00	\$54.00
	<u>129-192 Kbps</u>	<u>193-256 Kbps</u>	<u>257-320 Kbps</u>	<u>321-384 Kbps</u>
Express PVC-1 Monthly Rate	\$45.00	\$52.50	\$60.00	\$67.50
	<u>129-192 Kbps</u>	<u>193-256 Kbps</u>	<u>257-320 Kbps</u>	<u>321-384 Kbps</u>
Express PVC-2 Monthly Rate	\$39.60	\$46.20	\$52.80	\$59.40

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual Circuit CIR, each (Continued)

Based on CIR Requested (Continued)

	<u>385-512 Kbps</u>	<u>513-768 Kbps</u>	<u>769-1152 Kbps</u>	<u>1153-1536 Kbps</u>
Monthly Rate	\$60.00	\$70.00	\$80.00	\$90.00
	<u>385-512 Kbps</u>	<u>513-768 Kbps</u>	<u>769-1152 Kbps</u>	<u>1153-1536 Kbps</u>
Monthly Rate	Express PVC-1 \$75.00	\$87.50	\$100.00	\$112.50
	<u>385-512 Kbps</u>	<u>513-768 Kbps</u>	<u>769-1152 Kbps</u>	<u>1153-1536 Kbps</u>
Monthly Rate	Express PVC-2 \$66.00	\$77.00	\$88.00	\$99.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual Circuit CIR, each (Continued)

Based on CIR Requested (Continued)

	1,537 Kbps <u>4,000 Kbps</u>	4,001 Kbps <u>10,000 Kbps</u>	10,001 Kbps <u>15,000 Kbps</u>
Monthly Rate	\$120.00	\$250.00	\$330.00
	1,537 Kbps <u>4,000 Kbps</u>	4,001 Kbps <u>10,000 Kbps</u>	10,001 Kbps <u>15,000 Kbps</u>
Express PVC-1 Monthly Rate	\$150.00	\$312.50	\$412.50
	1,537 Kbps <u>4,000 Kbps</u>	4,001 Kbps <u>10,000 Kbps</u>	10,001 Kbps <u>15,000 Kbps</u>
Express PVC-2 Monthly Rate	\$132.00	\$275.00	\$363.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual Circuit CIR, each (Continued)

Based on CIR Requested (Cont'd)

	<u>15,001 Kbps</u> <u>20,000 Kbps</u>	<u>20,001 Kbps</u> <u>25,000 Kbps</u>	<u>25,001 Kbps</u> <u>30,000 Kbps</u>
Monthly Rate	\$410.00	\$490.00	\$570.00
	<u>15,001 Kbps</u> <u>20,000 Kbps</u>	<u>20,001 Kbps</u> <u>25,000 Kbps</u>	<u>25,001 Kbps</u> <u>30,000 Kbps</u>
Express PVC-1 Monthly Rate	\$512.50	\$612.50	\$712.50
	<u>15,001 Kbps</u> <u>20,000 Kbps</u>	<u>20,001 Kbps</u> <u>25,000 Kbps</u>	<u>25,001 Kbps</u> <u>30,000 Kbps</u>
Express PVC-2 Monthly Rate	\$451.00	\$539.00	\$627.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

Frame Relay Permanent Virtual CIR, each (Continued)

Based on CIR Requested (Continued)

	30,001 Kbps <u>35,000 Kbps</u>	35,001 Kbps <u>40,000 Kbps</u>	40,001 Kbps <u>45,000 Kbps</u>
Monthly Rate	\$650.00	\$730.00	\$800.00
	30,001 Kbps <u>35,000 Kbps</u>	35,001 Kbps <u>40,000 Kbps</u>	40,001 Kbps <u>45,000 Kbps</u>
Express PVC-1 Monthly Rate	\$812.50	\$912.50	\$1000.00
	30,001 Kbps <u>35,000 Kbps</u>	35,001 Kbps <u>40,000 Kbps</u>	40,001 Kbps <u>45,000 Kbps</u>
Express PVC-2 Monthly Rate	\$715.00	\$803.00	\$880.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Standard Arrangements (Continued)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
<u>Burst Size B(e)</u>		
250 Kbps	N/A	\$2.00
1 Mbps	N/A	\$5.00
 Subsequent Order Charge <u>[CIR, B(e)]</u>		
	\$20.00	N/A

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP)

Frame Relay UNI Port and Access Line, each

56/64# Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$295.00	\$105.00	\$95.00	\$85.00

128 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$180.00	\$165.00	\$160.00

256 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$250.00	\$235.00	\$220.00

# Upon request and where available

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP) (Continued)

Frame Relay UNI Port and Access Line, each (Continued)

384 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$345.00	\$335.00	\$320.00

DS1 Service

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$510.00	\$490.00	\$470.00

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP) (Continued)

Frame Relay UNI Port Only, each@

56/64# Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$80.00	\$43.00	\$41.00	\$38.00

128 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$150.00	\$75.00	\$70.00	\$68.00

256 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$150.00	\$110.00	\$105.00	\$100.00

# Upon request and where available.  
@ Refer to Section 5 of Windstream Facilities for State Access for the appropriate Special Access Line rate and transport charge.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP) (Continued)

Frame Relay UNI Port Only, each@ (Continued)

384 Mbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$150.00	\$150.00	\$140.00	\$130.00

DS1 Service

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$285.00	\$265.00	\$245.00

DS3 Service

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$395.00	\$1140.00	\$1090.00	\$1050.00

@ Refer to Section 5 of the Windstream Facilities for State Access Tariff for the appropriate Special Access Line rate and transport charges.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP) (Continued)

Frame Relay Private NNI Port Only, each<sup>1</sup> (Continued)

56/64 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$55.00	\$27.00	\$23.00	\$20.00

128 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$95.00	\$40.00	\$35.00	\$30.00

256 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$95.00	\$60.00	\$55.00	\$50.00

<sup>1</sup>Refer to Section 5 of the Windstream Facilities for State Access Tariff for the appropriate Special Access Line rate and transport charges.

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FRAME RELAY SERVICE

RATES AND CHARGES (Continued)

Optional Payment Plan (OPP) (Continued)

Frame Relay Private NNI Port Only, each<sup>1</sup> (Continued)

384 Kbps

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$95.00	\$75.00	\$72.00	\$69.00

DS1 Service

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$295.00	\$170.00	\$160.00	\$150.00

DS3 Service

<u>Nonrecurring Charge</u>	<u>One Year Monthly Rate</u>	<u>Three Year Monthly Rate</u>	<u>Five Year Monthly Rate</u>
\$595.00	\$750.00	\$725.00	\$700.00

<sup>1</sup>Refer to Section 5 of the Windstream Facilities for State Access Tariff for the appropriate Access Line rate.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

GENERAL

WINDSTREAM Control Link Digital Channel Service (DCS) is an intraexchange common line service which integrates the transport of switched and dedicated services between a customer's premises and the local serving office. WINDSTREAM Control Link Digital Channel Service (DCS) is provided on a channelized basis (DSO) over a single high-capacity (DS1) digital facility.

WINDSTREAM Control Link Digital Channel Service is provided in capacity increments of 24 digital channels within a single DS1 signal.

The following types of network services as specified in other tariffs are available on a channelized basis via WINDSTREAM Control Link Digital Channel Service. These services may be furnished on a link basis across multiple jurisdictions when connected with WINDSTREAM Control Link Digital Channel Service.

Analog Voice Service-Exchange lines/trunks, and WINDSTREAM Centrex Service lines, foreign exchange, off-premises extensions, voice private lines and WATS.

WINDSTREAM Control Link Digital Channel Service is comprised of the following components:

- Digital Channel Capacity
- Service Activation
- The Digital Channel Capacity and Service Activation will be at the rates and charges as specified in these terms of service.
- Customer Premises Channelization is to be provided with premises equipment by the customer. Rules and regulations apply as specified in these terms of service.
- WINDSTREAM Control Link Digital Channel Service customers will have to select capacity in increments of 24 digital channels. Customers will be offered a Term Payment Plan of 12, 36 or 60 months.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

DIGITAL ARCHITECTURE

WINDSTREAM Control Link Digital Channel Service differs in provisioning method and numbering format from end-to-end services. These services will be available from the Company on a link (partial channel) basis rather than as an end-to-end service. This architecture is intended to promote more efficient connectivity of analog and digital networks in the future.

The time required to provision service is known as the service date interval. The service date interval for WINDSTREAM Control Link Digital Channel Service and related network services connected to WINDSTREAM Control Link Digital Channel Service will differ from the normal guidelines applicable to end-to-end services.

WINDSTREAM Control Link Digital Channel Service will be available on a digital basis at the network interface on a customer's premises. Traditional analog services, like off-premises stations, and automatic access lines, can be provided on a digital basis to a customer's premises by the Company when a customer desires them encoded in a DS1 bit stream. Under those conditions, they will be provided as DSO channels by the Company. Both the Company and the customer have joint responsibilities to ensure the proper transmission of the provided services. Normal analog channel network interface specifications will be superseded by the electrical specifications of the 1.544 Mbps (DS1) channel which is actually terminated. Each digital channel provided will have identity only as a "time slot" within a DS1 channel. Compatible digital to analog conversion equipment must be provided by the customer (optional) to derive the desired analog services. Any Channel Service Units (CSUs) necessary for digital services are the responsibility of the customer (optional).

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WINDSTREAM Control Link DIGITAL CHANNEL SERVICE

DEFINITIONS

Digital Channel Capacity - A multifunctional DS1 signal between the customer premises and the central office. This digital link can be used to transport switched and dedicated services. This element acts as the transport medium for the service activations ordered by the customer. Digital Channel Capacity is available in increments of 24 digital channels.

Service Activation - A Service Activation is the connection between WINDSTREAM Control Link Digital Channel Service and the network service accessed.

Channel Service Unit (CSU) - The term CSU denotes network channel terminating equipment provided by the customer to terminate digital channel facilities on a customer's or user's premises.

DS0 - The term DSO denotes a channel service expressed in terms of its digitally encoded data bit rate in accordance with the North American hierarchy of digital signal levels. It is generally referred to as having a 64 Kbps transmission bit rate signal; however, customer transmitted bit rates are limited to 56 Kbps. The required format and interface specifications are available from the Company

DS1 - The term DS1 denotes a channel service expressed in terms of its digitally encoded bit rate in accordance with the North American hierarchy of digital signal levels. It has a 1.544 Mbps transmission data rate and provided for the two-way simultaneous transmission of isochronous timed, Bipolar Return-to-Zero (BPRZ) bit stream format. Unframed signal formats are not permitted or compatible with Company equipment. The required format and interface specifications are available from the Company

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

REGULATIONS

WINDSTREAM Control Link Digital Channel Service is furnished subject to the availability of facilities from digital central office equipment located in a central office building owned or leased by the Company.

This service is available within an exchange where appropriate digital facilities are available as determined by the Company. Service inquiries will be necessary to determine availability. Special Construction Charges as specified elsewhere in these terms of service may be applicable.

Special Transport Mileage from the Windstream Facilities for State Access Tariff will apply when a customer's request for WINDSTREAM Control Link Digital Channel Service is provisioned in a central office other than the customer's local serving office.

The customer may activate any number or combination of digital channels within the limitations as set forth in this Section. Digital channels may be activated coincident with installation or at any time subsequent to the Digital Channel Capacity installation. Once activated, the type of service provisioned on a digital channel is subject to a minimum service period of one month.

All WINDSTREAM Control Link Digital Channel Service must be channelized in a single equipment location on a customer's premises. WINDSTREAM Control Link Digital Channel Service cannot be split between premises, or multiple locations within a premises. Extensions (as specified in other sections of these terms of service) may be furnished on a link basis between multiple locations. Standard network interfaces will be provided by the Company for analog and digital services consistent with existing practices.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

REGULATIONS (Continued)

Individual digital channels may be activated and furnished on a link (partial channel) basis with service offered in other sections of these terms of service. The regulations, rates, and charges specified in these terms of service are applicable for the WINDSTREAM Control Link Digital Channel Service component of the customer's end-to-end service. The regulations, rates, and charges in other sections of these terms of service are applicable to the customer's interconnected services (i.e., private lines, etc.), for the non- WINDSTREAM Control Link Digital Channel Service component of the customer's end-to-end service.

The total number of digital channels activated by the customer may not at any time exceed the total Digital Channel Capacity. Additionally, there are some necessary restrictions in total system capacities where certain types of services are channelized, i.e., some channelizing equipment may require two DSO channels per channel provided by the Company thereby reducing the basic system stated capacity substantially. The Company will notify the customer when the Digital Channel Capacity is affected.

Central Office channelization (component of Digital Channel Capacity) generally provides analog to digital conversion to permit individual exchange services and private line channel services to be transported over digital high capacity facilities. This channelization is also intended for use at Company or customer designated locations where different high capacity digital network links terminate in the same central office and must be converted to individual analog or digital channels before individual service links can be crossconnected. Digital Channel Capacities are provided in groups of 24 DSO channels, and are subject to the limits as set forth in the previous paragraph.

Customer Premises Channelization, provided by the customer, generally provides analog to digital conversion at a customer's premises. This allows individual exchange services and private line services to be transported over digital high capacity facilities.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

REGULATIONS (Continued)

Channelized DS1 service is available only with D4 channel bank equipment or compatible, equivalent equipment.

Emerging technology, such as low bit rate voice multiplexing techniques, may permit additional quantities of individual channels to be channelized on a single DS1 signal. Equipment providing this capability does not generally assure compatibility between different manufacturers. Some equipment may not be suitable for data transmission or tandem network line application. Rates, charges, and availability of this equipment will be negotiated with the customer on an Individual Case Basis.

When a customer's WINDSTREAM Control Link Digital Channel Service is interrupted due to any cause other than the negligence or willful act of the customer or the failure of the facilities provided by the customer, a pro-rata adjustment of the monthly charges involved will be allowed automatically for the service and facilities rendered useless and inoperative by reason of the interruption during the time said interruption continues in excess of 24 hours from the time it is reported to or detected by the Company except as otherwise specified in these terms of service. The adjustment shall not be applicable for the time that the Company stands ready to repair the service and the customer does not provide access to the Company for such restoration work.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

APPLICATION OF RATES

Two basic rate elements; Digital Channel Capacity and Service Activation are applicable to each WINDSTREAM Control Link Digital Channel Service.

The Digital Channel Capacity element provides for the mileage based transport and the central office channelization. Digital Channel Capacity is offered with 12, 36, and 60 month Term Payment Plan periods.

Service Activation charges are recurring charges and are applicable for each network service (switched or dedicated) required by the customer. Service Activation is offered on a month-to-month basis.

Monthly rates and charges as specified in these terms of service for Digital Channel Capacity apply according to the requested channel capacity. These rates apply regardless of the number of digital channels that are actually activated by the customer at a point time.

Exchange and long-distance calling is provided within WINDSTREAM Control Link Digital Channel Service via the appropriate service activation. A network access charge will apply to each Service Activation that utilizes basic exchange access from the local serving office, except foreign exchange service. The network access charges when utilized for WINDSTREAM Centrex Service will be ordered and billed as specified in these terms of service. This charge is in addition to all other applicable WINDSTREAM Control Link Digital Channel Service Charges.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

APPLICATION OF RATES (Continued)

Rates and charges specified in other Tariff sections for services such as WINDSTREAM Calling Features, etc., are in addition to the monthly rates for CONTROLINK® Digital Channel Service.

Federal End User Subscriber Line Charges are applicable to WINDSTREAM Control Link Digital Channel Service. The Federal End User Subscriber Line Charge will apply twice for each Digital Channel Capacity (increments of 24 DS0s).

The rates and charges for other services connected or extended beyond CONTROLINK® Digital Channel Service (i.e., off-premises extensions and private lines, etc.) are in addition to the rates specified in these terms of service for the WINDSTREAM Control Link Digital Channel Service portion necessary to provide customer end-to-end service. This will also apply to Nonrecurring Charges and Service Charges as specified in other Tariffs for activities involving the non-WINDSTREAM Control Link Digital Channel Service portion of the customer end-to-end service.

Digital Channel Capacity is available under Term Payment Plans only for rate periods of 12, 36 and 60 months. All elements of a Term Payment Plan will expire at the same time (be coterminous).

The customer may order additional Digital Channel Capacity(s) during a Term Payment Plan period. The expiration date of the additional capacity(s) will be the same expiration date as the original Term Payment Plan period.

Service Activation charges are available on a month-to-month basis.

Individual network services (switched or dedicated) that are connected to WINDSTREAM Control Link Digital Channel Service, are not available under the Term Payment Plan rate stability provisions. Those services are subject to their standard tariff provisions and minimum service periods as appropriate.

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WINDSTREAM CONTROL LINK DIGITAL CHANNEL SERVICE

APPLICATION OF RATES (Continued)

At the expiration date of the customer's selected Term Payment Plan period, the customer may continue service under a new Term Payment Plan at rates as specified in these terms of service.

A Termination Liability Charge will be applicable should the customer discontinue service prior to the end of the Term Payment Plan. This is subject to the following exemptions:

No Termination Liability Charge will be applicable for the Digital Channel Capacity when the customer renegotiates a new Term Payment Plan for the same equipment or larger system at the same location for a period of time greater than the time remaining on the existing Term Payment Plan, subject to payment periods contained in these terms of service.

All WINDSTREAM Control Link Digital Channel Service Components are coterminous with the Digital Channel Capacity with which they are associated. Any activations subscribed to on a month-to-month basis have a minimum service period of one month and no associated Termination Liability Charge.

A Termination Liability Charge will be calculated based on the sum of the monthly payments remaining under the customer's Term Payment Plan, adjusted to the present value at the date of termination, based upon a 12% APR discount. The Termination Liability Charge is due in full at the date of termination.

Transfer of service responsibility between customers is permitted subject to the Rules and Regulations as specified in these terms of service.

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WINDSTREAM Control Link DIGITAL CHANNEL SERVICE

APPLICATION OF RATES (Continued)

Unless specified herein, the regulations contained elsewhere in these terms of service are applicable to WINDSTREAM Control Link Digital Channel Service. These regulations include but are not limited to:

- Cancellation of Service
- Application for Service
- Payment Arrangements
- Limitation of Liability

Should customers request interconnection between different WINDSTREAM Control Link Digital Channel Services provisioned in two or more different local serving offices, the special transport mileage rates from the Windstream Facilities for State Access Tariff will apply. This charge will apply in addition to WINDSTREAM Control Link Digital Channel Service charges for each customer's premises which WINDSTREAM Control Link Digital Channel Service is provisioned.

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WINDSTREAM Control Link DIGITAL CHANNEL SERVICE

RATES AND CHARGES

Service Charges

Service Establishment Charge

This charge applies to the initial Digital Channel Capacity(s) ordered by a customer for receiving, recording and processing the request for service. This charge includes processing orders to establish initial Service Activations. This charge includes common centralized testing, coordination and accounting activities.

This charge also applies to subsequent orders received to establish additional Digital Channel Capacity(s).

Service Change Charge

This charge applies on a per Digital Channel Capacity Service Activation basis associated with a customer request for modifications to an existing service. This would include activities such as, but not limited to:

- Change of associated channel assignment
- Additional supplemental features
- Activate/deactivate Service Activation

This Service Change Charge will be applied on a first and each additional basis and is in addition to Service Charges as specified elsewhere in these terms of service.

Charges		Nonrecurring <u>Charge</u>
Service Establishment Charge	\$300.00	
Service Change Charge		150.00

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WINDSTREAM Control Link DIGITAL CHANNEL SERVICE

RATES AND CHARGES (Continued)

Digital Channel Capacity

The monthly and nonrecurring rates for Digital Channel Capacity without Activated Services are as follows:

Per 24 Channel System (1st or additional) (For customers added prior to June 10, 2004)

<u>Term Contract</u>	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
12 Month	\$550.00	\$250.00
36 Month	450.00	250.00
60 Month	350.00	250.00

	<u>Monthly Rate</u>
Service Activation, per Channel basis	
Exchange Line/Trunk	
Local Calling Scope	\$17.00
WINDSTREAM Centrex Service Line	\$21.50
FX, OPX, Tie Line, Private Line & WATS	\$30.00

Per 24 Channel System (1st or additional) (For customers added after June 10, 2004)

<u>Term Contract</u>	<u>Monthly Rate</u> Band 1 & 2	<u>Monthly Rate</u> Band 3	<u>Nonrecurring Charge</u>
12 Month	\$421.86	\$429.00	\$250.00
36 Month	\$381.86	\$389.00	\$250.00
60 Month	\$341.86	\$359.00	\$250.00

Service Activation, per Channel basis		
Exchange Line/Trunk		
Local Calling Scope	\$15.00	\$0.00
WINDSTREAM Centrex Service Line	\$15.00	\$0.00
FX, OPX, Tie Line, Private Line & WATS \$15.00	\$0.00	

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

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

GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a central office based service arrangement that is an alternative for individual access services, such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), 800/877/888 Services, Wide Area Telecommunications Services, and local business trunks.

ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility and uses the ISDN architecture of 23 "B" channels and on "D" channel or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of services via channellized transport.

ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions on the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

REGULATIONS

Where technically capable, ISDN-PRI service is available from serving central offices equipped with the necessary "clear channel" facilities to provide ISDN-PRI service. Feature availability and service capabilities are dependent on the facilities and the digital technology providing the service.

The service is available from central offices that have the necessary facilities to provide ISDN-PRI service and the customer's serving wire center is ISDN-PRI capable. In the event, the local serving office is not so equipped, Windstream will provide PRI service from an alternate (or foreign) serving central office (determined by Windstream), within the same calling scope at no additional charge to the customer.

These terms of service provides for PRI switching capabilities only and additional services must be subscribed to under separate sections of these terms of service. Each ISDN-PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates specified in Section 9 for DID service.

Customers under contract who disconnect PRI services before the expiration of the contract period, shall pay an early termination liability charge equal to the monthly rate times the number of months remaining in the contract.

During the initial contract period, the customer may add PRI services at the same monthly rate specified in the customer's original contract.

If a customer discontinues other Windstream services and establishes ISDN-PRI that utilizes the same facilities (i.e., Digital Channel Service) the nonrecurring charge associated with the ISDN-PRI facilities (DS1 facilities) will be waived for the same quantity replaced by the ISDN-PRI facilities to which the customer currently subscribes. The nonrecurring charges associated with the ISDN-PRI access portion of the new service applies in all instances.

The PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

ISDN-PRI service is provided for use by the end-user customer only as a local switched service. ISDN-PRI service is not available for use by Commercial Mobile Radio Carriers, private Mobile Radio Carriers, Interexchange Carriers, VoIP Service Providers or other carriers or providers for use in aggregating or transporting inter-exchange traffic. Such usage is strictly prohibited by these terms of service. Other services designed for and intended for such use are offered by the Company specifically via interconnection agreement or the Access Tariff.

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

PRI FEATURES

The following B-channel features are offered to the customer, at no additional charge.

Calling Number Identification is a standard feature within a system between an ISDN-PRI Service and a WINDSTREAM Centrex Service System or between two or more ISDN-PRI Services belonging to the same customer.

"D" Channel Back-Up automatically takes over for a failed "D" channel in case of trouble. This may be subscribed to as part of a 23B+D Channel Back-Up arrangement.

Call-by-Call Service Selection provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, DOD, WATS, 800/888 services, and local switched access lines.

Clear Channel Capability allows the customer to transport 64 Kbps over the PRI channels with no constraint on the quantity or sequence of bits using the "Bipolar with Eight Zero Substitution" method of providing bit sequence independences.

Non-Facility Associated Signaling (NFAS) allows the D-Channel signaling entity to assign calls to channels on more than one interface (including the one containing the D-channel). The collection of these B-channels and the controlling D-channel is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.

Channel Activations

Channel activation charges will apply to provide traffic capability for up to 23 B-channels. Channel activations are monthly recurring charges applied on a per channel basis.

Types of Channel Provisioning:

1. Activation (Flat)
  - A. DIOD Channel - A DIOD Service allows the above plus incoming and outgoing calls from extensions of a PBX or WINDSTREAM Centrex Service system to be placed directly by dialing an access digit and the desired number without operator intervention.
  - B. WATS & 8XX Channel - A "B" channel provisioned with WATS or 8XX Service. Service allows customers to make toll calls to specified service areas on a direct dialing basis. 8XX Service receives incoming calls that are free to the calling party.
2. DID Channel - A "B" channel provisioned with DID Service. DID Service allow callers to dial from the public network straight to a desired extension within a PBX or WINDSTREAM Centrex Service system without operator intervention.

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

RATES AND CHARGES

	Exchanges (Note 1)	Exchanges (Note 2)	Exchanges (Note 3)
A) Non Recurring Charge: (Note 4)	\$500.00	\$500.00	\$500.00
B) ISDN PRI Facility - Voice or Data or DID or DIOD:			
Per Facility	Note 5	Note 5	\$0.00
C1) ISDN PRI Access – Voice or Data or DIOD: (Note 6)			
12-Month Contract	\$440.00 (RI)	\$440.00 (RI)	\$447.00 (RI)
36-Month Contract	\$400.00 (RI)	\$400.00 (RI)	\$407.00 (RI)
60-Month Contract	\$360.00 (RI)	\$360.00 (RI)	\$377.00 (RI)
Voice/Data Channel Activation Per channel	\$16.00 (RI)	\$16.00 (RI)	\$0.00
C2) ISDN PRI Access – DID Only: (Note 6)			
12-Month Contract	\$440.00 (RI)	\$440.00 (RI)	\$299.00
36-Month Contract	\$400.00 (RI)	\$400.00 (RI)	\$269.00
60-Month Contract	\$360.00 (RI)	\$360.00 (RI)	\$239.00
DID Channel Activation: Per channel	\$5.00	\$5.00	\$0.00

Note 1: Rates applicable to the following exchanges: Asher, Boynton, Farifax, Kaw City, Maysville, Paden, Prague, St. Louis, and Stroud

Note 2: Checotah, Lindsey, and Wayne

Note 3: Avant, Barnsdall, Haskell, Hominy, Meeker, Morris, Porter, Purcell, Ramona, Tecumseh, Washington, Broken, Arrow, Coweta, Snug Harbor, and Wagoner

Note 4: Service charges reflected in Section 6 of these terms of service will not apply in addition to the nonrecurring charges specified below. All service charges will be waived for orders to increase quantity of PRI's and term upgrades from 1 year terms to 3 or 5 year terms, or 3 year term upgrade to a 5 year term.

Note 5: The applicable rates and charges for the ISDN-PRI Facility are the monthly and nonrecurring charges for 1.544 Access Line and Special Transport, as specified in Section 5 of the Windstream Facilities for State Access Tariff.

Note 6: End User Charges as specified in Section 20 of the Valor/Windstream FCC No. 1 Tariff will apply per PRI Access.

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INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)  
DYNAMIC ROUTING SERVICE (DRS) FOR ISDN PRI

DESCRIPTION OF SERVICE

Dynamic Routing Service for ISDN PRI

- A. In the event of the serviced ISDN PRI is disabled or the equipment that the ISDN PRI is terminating on at the customer location has a catastrophic failure, alternate multi-line hunt groups or trunk groups will route calls to the customer.
- B. If the ISDN PRI is being exhausted and calls are overflowing the hunt group serviced by Dynamic Routing Service, the overflow calls will be routed to the customer via alternate multi-line hunt groups or trunk groups.

CONDITIONS

Dynamic Routing Service (DRS) for ISDN PRI is available where technically feasible.

Customer must have touch dial capability.

The minimum contract period for DRS service is six months. In the event of discontinuance of DRS Service, a termination liability for the remainder of the minimum contract period is due.

There is no maximum number of lines or trunks to subscribe to DRS. The maximum number of lines that the DRS is forwarded to will not exceed the number of ISDN PRI lines the DRS service is subscribed to.

Windstream does not guarantee the availability or reliability of DRS in the event of a network affecting disaster. Windstream shall not be liable for any losses or damages resulting from the unavailability of DRS. Depending upon what part of the network is affected and how serious the effect is, DRS may function normally, may not function at all, or may function unpredictably. DRS is not designed to restore telephone service in the event of service interruptions at telephone company central offices.

A DRS number cannot be used to trigger a call to be redirected to another number with a call forwarding service attached. Redirected calls must directly terminate at a customer-assigned location, an Interexchange Carrier's point of presence, a Voice Mail system, and Auto Attendant system, or an Announcement frame within the LATA of call termination.

Charges for calls between the DRS number and the telephone number to which these calls are redirected are the responsibility of the DRS customer. Usage charges, including toll, and other measured charges will apply if the DRS number is forwarded to a location that would normally incur those charges. Appropriate toll charges will apply for calls that are redirected outside the local calling area of the customer's serving exchange.

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INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI)  
DYNAMIC ROUTING SERVICE (DRS) FOR ISDN PRI

Termination Liability

When DRS is initially ordered, a six-month termination liability applies. If DRS is canceled prior to the six-month period, the full monthly rate for each remaining month, or part thereof, will be charged. Changes to the original configuration do not constitute a cancellation as long as the total number of DRS telephone numbers have not decreased.

Service Establishment Charge

The Service Establishment Charge will apply only for the initial order for DRS, in addition to the applicable service charge in Section 6 of these terms of service. Unless the customer cancels service and reestablishes DRS at a later date, this charge will not again apply at the same billing location for the same customer.

Rearrangement Charges

Rearrangement Charge is a non-recurring charge applicable to each DRS rearrangement performed by the Telephone Company. Rearrangements include changing the telephone number to which a line is redirected, moving a lines/trunks from the Group to another Group, and the addition of DRS to lines/trunks. Rearrangement charges are in addition to Service Order Charge-Secondary in Section 6 of these terms of service.

RATES AND CHARGES

	<u>Monthly Rate</u>	<u>Nonrecurring Charge</u>
Service Establishment Charge	-	\$150.00
Rearrangement Charge	-	\$100.00
DRS per Line / Trunk	\$2.00	-

EFFECTIVE: September 7, 2012

Vice President  
4001 Rodney Parham Road  
Little Rock, AR 72212