

TITLE PAGE

ZIPLY FIBER NORTHWEST, LLC
d/b/a ZIPLY FIBER
135 Lake Street
Kirkland, Washington 98033

Catalog of Rates, Terms and Conditions
Governing Bundled Services
Provided by the Company
Within the State of Washington.

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GENERAL TERMS AND CONDITIONS

A. Application

1. The Catalog for Bundled Services (the "Catalog"), sets forth the terms and conditions under which Customers ("Customer," "you" or "your") agree to use the Bundled Services (as defined below) and under which ZiPLY Fiber Northwest, LLC d/b/a ZiPLY Fiber ("Company" or "we") agrees to provide the Bundled Services to Customers, unless otherwise noted.
2. The Catalog is set forth on the Company's website (the "Website") at <https://tariffs.ziPLYfiber.com/crtf/tariffs/index.cfm?fuseaction=local&sctnID=6> and you may request a printed copy by telephoning the Company at 866-699-4759 (Residential Services) or 866-947-5988 (Business Services) or by writing to us at ZiPLY Fiber, P.O. Box 1127, Everett, Washington 98206.
3. The Catalog becomes a binding contract following your acceptance of the terms and conditions applicable to the ordered Bundled Service. You are deemed to have accepted the terms of the Catalog applicable to your Bundled Service upon your use of the Bundled Service following notification to you of the availability of the Catalog either at the Company's Website or upon request by telephone or by mail.

B. General Terms and Conditions

1. Types of Services Defined. A "Tariffed Service" means an intrastate telecommunications service subject to the jurisdiction of the Washington Utilities and Transportation Commission (the "Commission"), which has not been classified as competitive under RCW 80.36.330. A "Competitive Service" means a service provided by the Company that the Commission has classified as competitive under RCW 80.36.330 and/or a service provided by a company classified as competitive under RCW 80.36.320. A "Non-regulated Service" means a service not subject to the Commission's jurisdiction, whether provided by the Company, a Company affiliate or a third-party provider.
2. Bundled Services. "Bundled Services" means those bundles of retail telecommunications itemized in the Catalog and comprised of two or more services, of which at least one is a Tariffed Service. A Bundled Service may also include one or more Competitive or Non-regulated Services.
3. Qualifying Products. Eligibility to purchase a Bundled Service may be contingent upon the purchase of one or more Competitive Services or Non-regulated Services ("Qualifying Products"); however, a Qualifying Product is not included in the Bundled Service and is not subject to the terms and conditions of the Catalog. A Qualifying Product is purchased pursuant to an independent agreement with the Qualifying Product provider.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Continued)

4. **Tariff Applicability.** Any Tariffed Service included in a Bundled Service is also available for individual purchase from the Company subject to the rates, terms and conditions contained in the Company's tariffs on file with the Commission (the "Tariffs"). The Bundled Services are not subject to the rates, terms and conditions contained in the Company's Tariffs, except to the extent selected Tariff provisions have been expressly incorporated into the Catalog. In the event, however, Customer does not meet all requirements and conditions applicable to the purchase or use of a Bundled Service, Customer's continued use of any Tariffed Service(s) included in such Bundled Service shall revert to Tariffed rates, terms and conditions.
 - a. The Catalog incorporates by reference all Rules and Regulations set forth in the ZiPLY Fiber Northwest, LLC General and Local Exchange Tariff WN U-17 Section 2 (the "Rules and Regulations") except the following sections which are expressly excluded: Section 2.A.; Section 2.C.11; Section 2.C.12; and Section 2.C.13. To the extent the Rules and Regulations refer to any provision in the Washington Administrative Code that is inapplicable to the Company's bundled offerings pursuant to Order 01 issued by the Washington Utilities and Transportation Commission in Docket UT-071574, such provision is not applicable to the Bundled Services. The parties acknowledge that the Rules and Regulations are incorporated as contractual terms and conditions without the force and effect of tariffs.
5. **Prices.** You are responsible for all charges associated with the Bundled Services and rate plan selected, including all taxes, usage charges, telecommunications surcharges (e.g., Universal Service Fund fees) or other applicable governmental charges due on account of the Bundled Services. Such taxes, fees and/or surcharges are subject to change without notice to Customer except as may be required by law. Charges for ancillary services, including but not limited to, charges for installation, change orders, directory assistance and operator services used by Customer will be imposed at the Company's current rates and such charges are also subject to change without notice to Customer except as may be required by law. Promotional pricing and terms will expire in accordance with the terms applicable to each promotion, without further notice to you.
6. **Credit Check/Deposit.** Customer authorizes the Company to conduct a credit search, which the Company will use to determine the credit worthiness of the Customer. The Company may terminate any or all Bundled Services if, in the sole opinion of the Company, Customer's financial condition is deemed unacceptable. The Company's additional credit measures will be in accordance with the Company's existing policies that are subject to change without notice to the Customer.
7. **Unauthorized Use.** The Company shall not be liable for any damages, including charges for Bundled Services that Customer may incur as a result of the unauthorized use or misuse of the Bundled Services by Customer's family, guests, employees, third parties, or the public. Customer shall remain responsible for such charges.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Continued)

8. Indemnification. Customer agrees to defend, indemnify and hold the Company, our employees, affiliates and agents, harmless from any and all losses, claims, demands, damages, expenses (including reasonable attorneys' fees), or any liability whatsoever, arising from any use of the Bundled Services by you or any person you permit to use the Bundled Services, including without limitation, liability resulting from the content of communication such as defamation, fraud or invasion of privacy, any combination of the Bundled Services with other products or services not provided by the Company, any modification of the Bundled Services or any infringement of intellectual property.

9. **Warranty Disclaimer.** EXCEPT AS OTHERWISE EXPRESSLY PROVIDED IN THE CATALOG, THE COMPANY DISCLAIMS ANY AND ALL REPRESENTATIONS AND WARRANTIES, EXPRESS, IMPLIED OR ARISING BY COURSE OF PERFORMANCE, DEALING, CUSTOM OR TRADE USAGE, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE (EVEN IF WE KNEW OR SHOULD HAVE KNOWN SUCH PURPOSE) AND NON-INFRINGEMENT. YOU AGREE THAT THE BUNDLED SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. THE COMPANY DOES NOT WARRANT THAT THE BUNDLED SERVICES WILL MEET YOUR NEEDS, OR WILL BE UNINTERRUPTED, ERROR-FREE, OR SECURE.

10. Limitation of Liability

a. EXCEPT FOR DAMAGES RESULTING FROM THE UNAUTHORIZED OR ILLEGAL USE OF THE BUNDLED SERVICES BY YOU OR YOUR FAMILY, GUESTS OR EMPLOYEES, NEITHER PARTY (NOR ITS SUPPLIERS OR AFFILIATES) SHALL BE LIABLE TO THE OTHER PARTY FOR PUNITIVE, SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES INCLUDING WITHOUT LIMITATION, LOSS OF BUSINESS PROFITS, OR OTHER COMMERCIAL OR ECONOMIC LOSS ARISING OUT OF THE USE OR INABILITY TO USE BUNDLED SERVICES, EVEN IF THE PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

b. THE COMPANY'S LIABILITY TO YOU FOR ANY OTHER DAMAGES DUE TO FAILURES OR DISRUPTIONS IN THE BUNDLED SERVICES ARISING FROM OUR NEGLIGENCE OR BREACH OF OUR OBLIGATIONS UNDER THE CATALOG SHALL BE LIMITED TO THE CHARGES FOR THE BUNDLED SERVICES AFFECTED BY THE FAILURE FOR THE PERIOD OF SUCH FAILURE. THIS LIABILITY SHALL BE IN ADDITION TO ANY AMOUNTS THAT MAY OTHERWISE BE DUE YOU UNDER THE TERMS OF THE CATALOG AS AN ALLOWANCE FOR INTERRUPTIONS. THIS SHALL BE YOUR EXCLUSIVE REMEDY FOR SUCH FAILURES OR DISRUPTIONS.

c. IN THE EVENT THE DISCLAIMER OF CERTAIN WARRANTIES, THE LIMITATION OF LIABILITY OR THE EXCLUSION OF CERTAIN DAMAGES, OR ANY PORTIONS THEREOF, ARE UNENFORCEABLE FOR ANY REASON, OUR LIABILITY SHALL BE LIMITED, TO THE MAXIMUM EXTENT PERMITTED BY LAW.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Continued)

11. Termination of Bundled Services. The Company's termination of a Bundled Service under this paragraph is subject to the limitations contained in the Rules and Regulations incorporated herein. The Company may discontinue or limit use of the Bundled Services by a Customer without liability and without notice, for the following reasons: a) The Bundled Services are being used in violation of any applicable law or regulation; b) The Bundled Services are being used in an unauthorized or fraudulent manner; c) The use of the Bundled Services adversely affects the Company's equipment or its service to others; or d) Such action is necessary to meet the exigencies of an emergency.

The Company may discontinue the Bundled Services without liability and with notice as required by law if a) Customer fails to pay undisputed charges for Bundled Services provided; b) If Customer fails to perform any other material obligation or violates any material term or condition of this Catalog, and such failure or violation is not cured within thirty (30) calendar days following notice by the Company; or c) the Company has other good cause to terminate service. Termination of the Bundled Services for any cause, shall not release Customer from any liability, which at the time of termination had already accrued to Customer or which thereafter accrues for any act or omission occurring prior to the termination or from an obligation, by its nature, survives termination.

12. Performance Excused. The Company's performance shall be excused if said performance is delayed or prevented due to events known as force majeure, acts of any third party, or any cause(s) beyond our reasonable control, including, but not limited to, fire, vandalism, cut cable, power failures or labor difficulties.
13. Customer Responsibilities. You agree to provide us with the access and support required to allow us to implement, maintain and provide the Bundled Services. You shall ensure that the facilities or equipment provided by you are properly interconnected with the Bundled Services, facilities and equipment provided by the Company. The Company shall not be liable for any damages or losses caused by the failure of equipment, inside wire or other facilities provided by you or a third party and you shall be liable if such facilities cause damage to the Company, our customers, and/or our providers. You are solely responsible for the selection, implementation and maintenance of security features for protection against unauthorized or fraudulent use of Bundled Services and the Company shall have no liability therefore.

GENERAL TERMS AND CONDITIONS

B. General Terms and Conditions (Continued)

14. Miscellaneous.

- a. The Catalog, including these General Terms, constitutes the entire agreement of the parties with respect to the Bundled Services and takes the place of all prior agreements, negotiations, and representations, whether written or oral, concerning the Bundled Services. The Company may revise the terms and conditions of this Catalog. We may decrease prices without prior notice. Increases to the prices or material changes to the Catalog shall be effective no sooner than thirty (30) days after notice is provided in a bill insert, as a message printed on your bill, in a separate mailing, by Email, or by any other reasonable method at our discretion. If you do not agree to the revision(s), you must terminate your Bundled Service(s) immediately, subject to the termination provisions of this Catalog. By continuing to use the Bundled Service(s) after revisions are in effect, you are accepting and agreeing to all revisions.
- b. Either party's failure to enforce any of the provisions of the Catalog or to exercise any right or option is not a waiver of any such provision, right, or option, and shall not affect the validity of the Catalog. Any waiver must be written and signed by the Parties. The invalidity or unenforceability of any part of the Catalog will not affect the other parts thereof, and the remaining terms and conditions of the Catalog shall continue to apply as necessary to reflect the original intention of the parties.
- c. Customer shall not transfer, assign or resell the Bundled Services without the prior written consent of the Company. The Company may freely assign or transfer all or part of our rights under the Catalog without notice.
- d. Bundled Services are offered in locations where made available by the Company in its sole discretion.

<u>RESIDENTIAL BUNDLED SERVICES</u>	
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RESIDENTIAL BUNDLED SERVICES

A. REGIONAL CALLING VALUE – Grandfathered as of May 1, 2019

1. General

Regional Calling Value offers a bundle of services available only to residential customers on a flat-rated network access line.

2. Services

Regional Calling Value includes the following services:

- Flat-rated network access line
- Unlimited IntraLATA Toll (only 1+ direct-dial station-to-station)

3. Conditions

Regional Calling Value is only available on flat-rated, single-line residential service.

Regional Calling Value is not available on the same line with:

- a Custom Calling Service bundle or non-Regional Calling Value bundle
- Lifeline service (if customer has Lifeline, they must be removed from Lifeline)
- any measured line service
- Integrated Services Digital Network (ISDN) service
- Foreign Exchange service

The following non-recurring charges are not applicable to an initial order for Regional Calling Value or to any change to Regional Calling Value.

- Service Order Charge - Initial*
- Service Order Charge - Subsequent*
- Central Office Connection Charge*

* As identified in Section 3 of the General and Local Exchange Tariff, which is incorporated herein by reference.

4. Rates

<u>Regional Calling Value</u>	<u>Monthly Rate</u>
Flat-rated network access line plus	
Unlimited IntraLATA Toll (only 1+ direct-dial station-to-station)	36.04 ¹

(1)

¹ To be implemented on a full bill period basis on or after November 1, 2009.

RESIDENTIAL BUNDLED SERVICES

B. REGIONAL ESSENTIALS² – Grandfathered as of November 1, 2008

1. General

Regional Essentials offers a bundle of services available only to residential customers on a flat-rated network access line.

2. Services

Regional Essentials includes the following services:

- Flat-rated network access line

Regional Essentials also includes the Customer's choice of one or all of the following services:

- Caller ID
- Call Waiting/Cancel Call Waiting
- Voice Mail Service*

* Voice Mail Service is a Non-regulated service provided by the Company. It is offered as a part of the Regional Essentials service, where available, and it is included in the price of the Regional Essentials service. Voice Mail Service is provided pursuant to the terms and conditions of an individual customer agreement and is not subject to the terms and conditions of this Catalog

Customers purchasing Regional Essentials are eligible to purchase the Unlimited Toll plan offered in the ZiPLY Fiber Northwest, LLC Catalog for Competitively Classified Intrastate Services, Discount Calling Plans.

² As of November 1, 2008, Regional Essentials will no longer be offered for purchase.

RESIDENTIAL BUNDLED SERVICES

B. REGIONAL ESSENTIALS³ – Grandfathered as of November 1, 2008 (Continued)

3. Conditions

Regional Essentials is only available on flat-rated, single-line residential service.

Regional Essentials is not available on the same line with:

- Custom Calling Service bundle or non- Regional Essentials bundle
- Lifeline service (if customer has Lifeline, they must be removed from Lifeline)
- any measured line service
- Integrated Services Digital Network (ISDN) service
- Foreign Exchange service

The following non-recurring charges are not applicable to an initial order for Regional Essentials or to any change to Local Calling Plus.

- Service Order Charge - Initial*
- Service Order Charge - Subsequent*
- Central Office Connection Charge*

* As identified in Section 3 of the General and Local Exchange Tariff, which is incorporated herein by reference.

4. Rates

Regional Essentials

Flat-rated network access line plus
 the choice of any or all of the following:
 Caller ID, Call Waiting/Cancel Call Waiting, and
 Voicemail Service.

Monthly Rate

\$31.04

(1)

³ As of November 1, 2008, Regional Essentials will no longer be offered for purchase.

RESIDENTIAL BUNDLED SERVICES

C. REGIONAL ESSENTIALS PLUS BUNDLE A⁴ – Grandfathered as of November 1, 2008

1. General

Regional Essentials Plus Bundle A discounts may apply when Local Calling Plus is bundled with an unlimited long-distance calling plan and the Unlimited Toll¹ plan plus one of the Company affiliate or Company co-marketed Qualifying Products listed below.

2. Services

Regional Essentials Plus Bundle A discounts are offered only in conjunction with Local Calling Plus and the purchase of both items (1) and (2) as well as one or more of items (3), (4) and (5) from the list of Qualifying Products below. Each Qualifying Product is sold pursuant to an independent agreement with the provider and is not subject to the terms and conditions of this Catalog.

(1) The Unlimited Toll⁵ Plan

(2) A qualifying unlimited long-distance calling plan

(3) High Speed Internet Service (Up to 3.1Mbps or Up to 7.1Mbps package)

(4) Direct TV Service available through the Company (Direct TV Choice package or higher)³

3. Conditions

Qualifying unlimited long-distance calling plans must be consistent with the Plan O Service – Unlimited rates, terms and conditions, as found in the Company's Product Guide.

High Speed Internet Service Up to 3.1Mbps or Up to 7.1Mbps package refers to a specific Company offering that offers a maximum speed of Up to 3.1Mbps or Up to 7.1Mbps and does not refer to other products that offer lower maximum speeds.

Customers are limited to one discount only and cannot combine discounts.

Qualifying Products must be purchased through or billed by the Company under the same billing name and address.

⁴ As of November 1, 2008, Regional Essentials Plus Bundle A will no longer be offered for purchase.

⁵ ZiPLY Fiber Northwest, LLC, Catalogue for Competitively Classified Intrastate Services, Discount Calling Plans.

RESIDENTIAL BUNDLED SERVICES

C. REGIONAL ESSENTIALS PLUS BUNDLE A ⁶ – Grandfathered as of November 1, 2008 (Continued)

3. Conditions (Continued)

Customer must retain all Qualifying Products to maintain eligibility for this Bundled Service.

Beginning April 18, 2009, customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers whose initial 12-month term expired prior to April 18, 2009 will receive the monthly discount listed in Section 4. (b), Rates, below.

If you cancel Regional Essentials Plus Bundle A or any of the Qualifying Products you have subscribed to in conjunction with Regional Essentials Plus Bundle A, you will no longer receive the Bundled Service discount and you will be billed at the existing higher month-to-month rate for the remaining service.

4. Rates

Regional Essentials Plus Bundle A⁷

Regional Essentials Plus Bundle A toll plans identified above and one of the following Qualifying Products or combination of Qualifying Products:

	<u>Monthly Discount</u>
(a) For customers already subscribed to the Regional Essentials Plus Bundle A discounts as of April 30, 2008:	
(1) Online High Speed Internet Service (Up to 3.1Mbps or Up to 7.1Mbps package)	\$3.00
(2) Direct TV Service available through the Company (Choice package or higher)	\$7.99
(3) Online High Speed Internet Service (Up to 3.1Mbps or Up to 7.1Mbps package) and either or both Direct TV Service available through the Company (Choice package or higher)	\$5.00
(b) For customers automatically continuing the Regional Essentials Plus Bundle A discounts past the expiration date of their 12-month term, when the expiration date of their 12-month term is April 17, 2009 or earlier.	
(1) Online High Speed Internet Service (Up to 3.1Mbps or Up to 7.1Mbps package)	\$3.00
(2) Online High Speed Internet Service (Up to 3.1Mbps or Up to 7.1Mbps package) and either or both Direct TV Service available through the Company (Choice package or higher)	\$3.00
(c) For customers newly subscribing to the Regional Essentials Plus Bundle A Discounts beginning May 1, 2008:	
(1) Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 3.00
(2) Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package)	\$ 3.00
(3) Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package) and Direct TV through the Company (Total Choice or higher)	\$ 5.00
(4) Broadband (Up to 3.1 Mbps or up to 7.1 Mbps package), and Direct TV through the Company (Total Choice or higher)	\$5.00

⁶ As of November 1, 2008, Regional Essentials Plus Bundle A will no longer be offered for purchase.

⁷ As of May 1, 2008, the Regional Essentials Plus Bundle A with Direct TV will no longer be offered for purchase

RESIDENTIAL BUNDLED SERVICES

D. REGIONAL ESSENTIALS BUNDLE B⁸ – Grandfathered as of November 1, 2008

1. General

Regional Essentials Bundle B discounts may apply when Regional Essentials is bundled with an unlimited domestic and international long distance calling plan and the Unlimited Toll⁹ plan plus the FIOS product(s) on a 6, 12 or 24¹⁰ month commitment as listed below.

2. Services

Regional Essentials Bundle B discounts are offered only in conjunction with the purchase of Regional Essentials and items (1) and (2) along with (3) and/or (4) from the list of Qualifying Products below. Each Qualifying Product is sold pursuant to an independent agreement with the provider and is not subject to the terms and conditions of this Catalog.

(1) The Unlimited Toll¹ Plan

(2) A qualifying unlimited domestic and international long distance calling plan

(3) FIOS Internet

(4) FIOS TV

At the expiration of a customer's first 12 or 24-month term commitment under Regional Essentials Bundle B, the customer will continue to receive the same level of discount on a month-to-month basis. Customers may at any time during this extension period elect to take month-to-month rates or, if qualified, enroll in another Regional Essentials Bundle B term commitment. In such case, the customer must contact the Company to arrange for the month-to-month rates or to enroll in the new term commitment.

⁸ As of November 1, 2008, Regional Essentials Plus Bundle A will no longer be offered for purchase.

⁹ ZiPLY Fiber Northwest, LLC, Catalog for Competitively Classified Intrastate Services, Discount Calling Plans.

¹⁰ Effective August 23, 2008, the 24-month option will no longer be offered for purchase but will remain valid for existing customers.

RESIDENTIAL BUNDLED SERVICES

D. REGIONAL ESSENTIALS BUNDLE B ¹¹ – Grandfathered as of November 1, 2008 (Continued)

3. Conditions

Qualifying unlimited domestic and international long distance calling plans must be consistent with the Plan O Service – Unlimited, as found in the Company’s Posted Rates, Terms and Conditions.

Customers are limited to one discount only and cannot combine discounts.

To qualify for the discounts, Qualifying Products must be billed by the Company or purchased through a Home Owner’s Association or Property Manager under contract with Enhanced Communities, and none of the products may be billed to a credit card.

Customer must retain all Qualifying Products to maintain eligibility for this Bundled Service.

Supersedure of Regional Essentials Bundle B service will not be permitted.

You are subject to an Early Termination Fee (“ETF”) if you cancel Regional Essentials or any of the Qualifying Products you have subscribed to in conjunction with Regional Essentials Bundle B after the Bundled Service has been provisioned for fifteen (15) days. The ETF during the initial 12-month term commitment is \$119. The ETF during the initial 24-month term commitment is \$149. In addition, if you cancel Regional Essentials or any Qualifying Product, you will no longer receive the Bundled Service discount and you will be billed at the existing higher month-to-month rate for the remaining service.

4. Rates

Regional Essentials Bundle B

	Month to-Month	<u>Monthly Discount</u> 6 or 12 Month Commitment	24 Month Commitment
Regional Essentials plus toll plans identified above and the following Qualifying Product:			
(1) FIOS Internet	\$5.00	\$ 2.01	\$10.00
(2) FIOS TV	\$5.00	\$ 2.01	\$10.00
(3) FIOS Internet and FIOS TV	\$5.00	\$ 2.00	\$10.00

¹¹ As of November 1, 2008, Regional Essentials Plus Bundle A will no longer be offered for purchase.

RESIDENTIAL BUNDLED SERVICES

F. REGIONAL CALLING VALUE AND REGIONAL ESSENTIALS INCENTIVE OFFER – Grandfathered as of May 1, 2019

1. General

An incentive for residential customers to a) remain with the Company's local exchange service when they indicate that they intend to disconnect their Company primary or additional lines, or, b) change to the Company for local service from another service provider. In addition, customers who have changed their local service from another provider to the Company, having initiated local service with the Company within the past 30 days, and specifically request these rates in response to direct mailings, advertising or other Company marketing activity, or customers who contact the Company citing competitors' offers or otherwise indicate potential future disconnection based on price, will also be eligible for this offer.

Customers that have Online high speed internet service or FIOS Internet service but no local service from the Company and accept this offer in response to a direct mailing, advertising, or other Company marketing activity will also be eligible for this offer.

2. Services

Regional Calling Value and Regional Essentials Incentive Offer discounts are offered only in conjunction with Regional Essentials or Regional Calling Value, and, depending upon the offer, the purchase of the following qualifying product that is sold pursuant to an independent agreement with the provider, and is not subject to the terms and conditions of this Catalog:

An unlimited long distance calling plan consistent with the Plan O Service – Unlimited rates terms and conditions as found in the Company's Product Guide.

3. Conditions

The offer is not available to employees of the Company.

After the initial twelve (12) month term, customers will automatically renew at the renewal rates specified herein on a month-to-month basis.

This offer is not transferable or redeemable for cash.

This offer may not be combined with any other discount or promotion except as authorized by the Company. It is limited to one offer per customer line, not to exceed two lines billed on the same bill.

If, prior to the end of the 12-month term, the customer removes the qualifying product from their account, the customer will lose the associated discount. Customers subscribing to offer (2) in the Rates section below must retain at least one other line on their account with Regional Essentials in order to remain eligible for the monthly credit offered therein.¹²

¹² Offer (2) in Section 4. Rates not available for purchase beginning May 23, 2008.

RESIDENTIAL BUNDLED SERVICES

F. REGIONAL CALLING VALUE AND REGIONAL ESSENTIALS INCENTIVE OFFER – Grandfathered as of May 1, 2019
 (Continued)

4. Rates

Qualifying customers will receive a credit on their Company bill for twelve (12) months, as follows:

4.1 For customers originally subscribing on or before March 5, 2010

	<u>Monthly Discount</u>
(1) Regional Calling Value	\$20.05
(2) Regional Essentials as an additional line on the same account as their primary line. ¹³	\$17.05
(3) Regional Calling Value with a long-distance plan. ¹⁴	\$18.00
(4) Regional Essentials with a long-distance plan. ¹⁴	\$10.00

Customers who subscribed to the Regional Calling Value and Local Calling Plus Incentive Offer prior to April 1, 2008 may receive the month-to-month discount listed below upon expiration of their initial 12-month discount. Customers who subscribed to the Regional Calling Value and Regional Essentials Incentive Offer, as a promotion will also be eligible for the monthly credit listed below after their 12-month promotional discounts expire.

4.2 For customers originally subscribing on or after March 6, 2010

	<u>Monthly Discount</u>
(1) Regional Calling Value	\$20.05
(2) Regional Calling Value ¹⁴	13.00
(3) Regional Calling Value ^{14, 15}	8.00
(4) Regional Essentials ¹⁴	5.00
(5) Regional Essentials ^{14, 15}	0.00

4.3 Renewals

Customers who subscribed to the Regional Calling Value and Regional Essentials Incentive Offer prior to April 1, 2008 may receive the month-to-month discount listed below upon expiration of their initial 12-month discount. Customers who subscribed to the Regional Calling Value and Regional Essentials Incentive offer, as a promotion will also be eligible for the monthly credit listed below after their 12-month promotional discounts expire.

	<u>Renewal Discount</u>
Regional Calling Value	\$10.05
Regional Calling Value with a long-distance plan. ¹⁴	15.00
Regional Essentials with a long-distance plan. ¹⁴	7.00

¹³ Offer (2) in Section 4. Rates is not available for purchase beginning May 23, 2008.

¹⁴ Bundled with a qualifying unlimited long-distance call plan as described in paragraph F.2, Services, above.

¹⁵ Customers who are currently existing package customers at the time of enrolling in this plan

RESIDENTIAL BUNDLED SERVICES

F. REGIONAL CALLING VALUE AND REGIONAL ESSENTIALS INCENTIVE OFFER – Grandfathered as of May 1, 2019
(Continued)

4.3 Renewals (Continued)

Customers who subscribed to the Regional Calling Value and Regional Essentials Incentive Offer beginning April 1, 2008 or later may continue to receive their original discounts on a month-to-month basis upon expiration of their initial 12-month discount.

LOCAL PACKAGES – Grandfathered as of May 1, 2019

A. General

Local Calling Plan Plus, Local Calling Plan, Local Calling Plan Light, and Local Calling Plan Elite offer a combination of services available only under the Premium Calling Service option to residential customers.

B. Services

Local Calling Plan Plus and Local Calling Plan include the following services:

- Flat-rated network access line
- Unlimited Local Directory Assistance
- Nonrecurring charges for an initial order or for any change to a package included are:
 - Service Order Charge - initial*
 - Service Order Charge - Subsequent*
 - Central Office Connection Charge*

* As identified in Section 3 of the General and Local Exchange Tariff, which is incorporated herein by reference.

Local Calling Plan Light and Local Calling Plan Elite include the following services:

- The services listed above under Local Calling Plan Plus and Local Calling Plan, excluding Unlimited Local Directory Assistance for Local Calling Plan Light.
- Local Calling Plan Light includes choice of any or all: Caller ID with Name, Speed Call 8¹⁶, Speed Call 30, 3 Way Calling or Call Waiting/Cancel Call Waiting Custom Calling Services.
- Local Calling Plan Elite includes a choice of up to fourteen (14) Custom Calling Services in B following.

¹⁶ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

LOCAL PACKAGES – Grandfathered as of May 1, 2019 (Continued)

B. Services (Continued)

Choice of Custom Calling Services depending on the Local Calling Plan selected:

Anonymous Call Block/Rejection	Call Waiting/ Cancel Call Waiting	Selective Call Forward
*66 Busy Number Redial	Caller ID with Name	Speed Call 8 ¹⁷
*69 Call Return	Distinctive Ring	Speed Call 30
Basic Call Forward	Selective Call Rejection	3 Way Calling
Priority Call		

C. Conditions

Local Calling Plan Plus, Local Calling Plan, Local Calling Plan Light, and Local Calling Plan Elite are only available on flat-rated, single-line residential service.

Local Calling Plan Plus, Local Calling Plan, Local Calling Plan Light, and Local Calling Plan Elite are not available on the same line with:

- any other Custom Calling Service package or packaged offering
- Lifeline service (if customer has Lifeline, they must be removed from Lifeline)
- any measured line service
- Integrated Services Digital Network (ISDN) service
- Foreign Exchange service

¹⁷ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

REGIONAL ESSENTIALS / REGIONAL CALLING VALUE PSTN BUNDLES

1. General

Regional Calling Value customers who subscribe to an unlimited long-distance calling plan, and Regional Essentials customers who subscribe to an unlimited long distance calling plan and the Unlimited Toll Plan are eligible for a twelve-month discount when they also subscribe to Broadband, Direct TV, or a combination of the two, as specified by the Company.

2. Service

Regional Essentials/ Regional Calling Value PSTN Bundles are offered as follows:

Regional Essentials and the purchase of both items (1) and (2) as well as one or both of items (3) and (4), as specified by the Company, from the list of Qualifying Products below, or

Regional Calling Value and the purchase of item (2) as well as one or both of items (3), and (4), as specified by the Company, from the list of Qualifying Products below.

Each Qualifying Product is sold pursuant to an independent agreement with the provider and is not subject to the terms and conditions of this Catalog.

(1) The Unlimited Toll¹⁹ Plan

(2) A qualifying unlimited long-distance calling plan

(3) Broadband

(4) Direct TV through the Company

¹⁹ ZiPLY Fiber Northwest, LLC, Catalogue for Competitively Classified Intrastate Services, Discount Calling Plans.

RESIDENTIAL BUNDLED SERVICES

REGIONAL ESSENTIALS / REGIONAL CALLING VALUE PSTN BUNDLES (Continued)

3. Conditions

Customers will continue receiving their existing discount on a month-to-month basis following the initial 12-month term of their offer. Customers are limited to one discount only and cannot combine discounts. Each product must be billed by the Company, under the same billing name and address.

Qualifying unlimited long-distance calling plans must be consistent with the Plan O Service - Unlimited rates, terms, and conditions, as found in the Company's Product Guide.

Customer must retain all Qualifying Products to maintain eligibility for this Bundled Service.

If you cancel Regional Essentials, Regional Calling Value, or any of the Qualifying Products you have subscribed to in conjunction with Regional Essentials / Regional Calling Value PSTN Bundles, you will no longer receive the Bundled Service discount and you will be billed at the existing higher month-to-month rate for the remaining service.

4. Rates

Regional Essentials or Regional Calling Value plus the applicable Qualifying Products as described in the Service section above:

	Monthly Discounts	
	<u>Regional Essentials</u>	<u>Regional Calling Value</u>
Broadband	\$5.00	\$ 8.00 ²⁰
Direct TV through the Company	5.00	8.00 ²⁰
Broadband and Direct TV through the Company	5.00	13.00 ²⁰

²⁰ To be implemented on a full bill period basis on or after November 1, 2009.

RESIDENTIAL BUNDLED SERVICES

LOCAL CALLING PLAN PLUS PACKAGE – Grandfathered as of May 1, 2019

Feature Package

A Local Calling Plan Plus customer is eligible to receive a Feature Package at no additional charge when the customer also subscribes to a qualifying unlimited long-distance calling plan. The Feature Package includes the following features:

- Basic Call Forward
- 3 Way Calling

The Feature Package will automatically be provided to customers newly subscribing to Local Calling Plan Plus. The Feature Package will be provided to existing Local Calling Plan Plus customers upon customer request.

If the customer removes Local Calling Plan Plus or the qualifying unlimited long-distance calling plan associated with Local Calling Plan Plus, the customer will lose the Feature Package. If the customer requests the removal of any of the individual features included in the Feature Package, the entire Feature Package will be removed.

Qualifying unlimited long-distance calling plans must be consistent with the Plan O Service - Unlimited as found in the Company's Posted Rates, Terms and Conditions.

Each product must be billed by the Company.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

A. General

The Digital Phone Essentials 3-2010 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one basic Flat Rate Access Line and a combination of local features. Customers can take any combination of features for the same flat rate charge.

Basic Bundle

Flat Rate Access Line
Call Waiting/Cancel Call Waiting
Call Waiting ID

Caller ID with Name
3 Way Calling
Extended Area Calling

Unlimited Feature Pack

Features will be available to the Digital Phone Essentials 3-2010 bundle at a special price. The following features are available:

*66 Busy Number Redial
Selective Call Acceptance
Speed Calling 8 ²¹
Priority Call
Anonymous Call Block/Rejection
Call Trace
Basic Call Forward

Distinctive Ring
Selective Call Rejection
*69 Call Return
Caller ID with Name
Call Forward Busy
Speed Calling 30
Call Forward No Answer

B. Conditions

1. The Digital Phone Essentials 3-2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the bundle without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.

²¹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

B. Conditions (Continued)

7. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes apply and will be billed in addition to the bundle.
8. The bundle is offered on a month-to-month basis.
9. The bundle will appear as a single line item on the bill.
10. Digital Phone Essentials 3-2010 is a residential service offering.

C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.

1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
2. A re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
3. Customer's line will be available for 911 calls only at the time of suspension.
4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
6. The cost of the service includes the SLC.
7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Digital Phone Essentials 3-2010 Bundle	\$29.99
Stay Connected Seasonal Offering	\$9.99
Unlimited Feature Pack	\$6.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE STATE UNLIMITED WITH ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

A. General

The Digital Phone State Unlimited with Essentials 3-2010 is a bundled offering available to residential customers that subscribe to flat rate service. The bundle includes one basic Flat Rate Access Line and local features.

Basic Bundle

Flat Rate Access Line
Extended Area Calling
Caller ID with Name
Basic Call Forward

Speed Call 8 ²²
Call Waiting/Cancel Call Waiting
*66 Busy Number Redial

B. Conditions

1. The Digital Phone State Unlimited with Essentials 3-2010 is available where technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the bundle in accordance with existing tariff rules.
4. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
5. The bundle is offered on a month to month.
6. The bundle will appear as a single line item on the bill.
7. Features will be available to the Digital Phone State Unlimited with Essentials 3-2010 bundle at a special price. The following features are available:

Speed Call 30
Selective Call Acceptance
Call Trace

*69 Call Return
Anonymous Call Block/Rejection
3 Way Calling

²² This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE STATE UNLIMITED WITH ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Conditions)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone State Unlimited with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Digital Phone State Unlimited with Essentials 3-2010	\$31.99
One Feature	5.99
Two Features	7.99
Three Features	9.99
All listed features	14.99
Stay Connected Seasonal Offering	9.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

- A. The Digital Phone Nationwide Unlimited with Essentials 3-2010 Service is a bundled offering available to residential customers and includes one flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer	Call Waiting/Cancel Call Waiting
Caller ID with Name	*66 Busy Number Redial
Caller ID Number Only ²³	Speed Call 8 ²³
Voice Mail with Message Waiting Indication (non-regulated)	*69 Call Return

Digital Phone Enhanced Feature Pack

Features will be available to the Digital Phone Nationwide Unlimited with Essentials 3-2010 bundle at a special price. The following features are available:

Speed Call 30	3 Way Calling
Call Forward Busy/No Answer	Anonymous Call Block/Rejection
Call Forward Busy	Selective Call Acceptance

B. Conditions

1. The Digital Phone Nationwide Unlimited with Essentials 3-2010 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
7. The bundle is offered on a month to month.
8. The bundle will appear as a single line item on the bill.

²³ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE UNLIMITED WITH ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited State while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>	
Digital Phone Nationwide Unlimited with Essentials 3-2010	\$37.99	(1)
Digital Phone Enhanced Feature Pack	\$6.99	
Stay Connected Seasonal Offering	\$9.99	

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3-2010 – Grandfathered as of July 14, 2012

A. General

The Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 is a bundled offering available to residential customers and includes two flat-rate residential one-party service access line and the customer's choice of the features and services listed below.

Features and Services

Call Forward Busy/No Answer	Speed Call 8 ²⁴
Caller ID Name and Number	*69 Call Return
Call Waiting/Cancel Call Waiting	*66 Busy Number Redial
Voice Mail with Message Waiting Indication (non-regulated)	

Digital Phone Enhanced Feature Pack

Features will be available to the Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 bundle at a special price. The following features are available:

Speed Call 30	3 Way Calling
Call Forward Busy/No Answer	Selective Call Acceptance
Call Forward Busy	Selective Call Rejection

B. Conditions

1. The Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 is available where technically feasible.
2. The features and services, except those listed as non-regulated or federally price listed, are provided subject to the descriptions and regulations as specified elsewhere in the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the bundle in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the bundle without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. Federal Subscriber Line Charge will be billed separately from the basic bundle offering. All other surcharges and taxes will apply.
7. The bundle is offered on a month to month.
8. The bundle will appear as a single line item on the bill.

²⁴ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE NATIONWIDE UNLIMITED PLUS WITH ESSENTIALS 3-2010 – Grandfathered
 as of July 14, 2012 (Continued)

- C. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Nationwide Unlimited Plus with Essentials 3-2010 while they are away, a minimum of one month and up to nine months for a reduced rate.
1. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 2. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 3. Customer's line will be available for 911 calls only at the time of suspension.
 4. The time that the customer is on the "Stay Connected" Seasonal Service will count for the fulfillment of the contract time.
 5. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 6. The cost of the service includes the Subscriber Line Charge.
 7. This service does not change any other terms and conditions of the product.

D. Rates

	<u>Monthly Rate</u>
Digital Phone Nationwide Unlimited Plus with Essentials 3-2010	\$37.99
Digital Phone Enhanced Feature Pack	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

<u>RESIDENTIAL BUNDLED SERVICES</u>	
<u>DIGITAL PHONE ESSENTIALS</u>	
A. General	
<p>The Digital Phone Essentials is a package offering available to residential customers that subscribe to flat rate service. The package includes one Residential Local Exchange Network Access Line, a combination of local features and Unlimited Extended Area Service. Customers can take any combination of features for the same flat rate charge. The feature package is optional and is available for an additional charge.</p>	
<u>Basic Package</u>	
Local Exchange Network Access Line Unlimited Extended Area Service	Call Waiting/Cancel Call Waiting Caller ID Number only ²⁵
<u>Feature Package</u>	
3 Way Calling *66 Busy Number Redial *69 Call Return Selective Call Rejection Call Forward Busy/No Answer Selective Call Forward	Basic Call Forward Speed Call 8 ²⁵ or 30 Distinctive Ring Call Forward Busy Priority Call
B. Conditions	
<ol style="list-style-type: none"> 1. The package is available only where facilities and operating systems are available and technically feasible. 2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff. 3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates. 4. Non-payment or partial payment of the bill may result in the removal of the regulated services that are included in the package in accordance with existing tariff rules. 5. Customers may add or delete any features offered in the package without a service order charge. 6. No discounts will be given to subscribers that do not use all the features or have some features turned off. 7. The package is offered on a month-to-month basis. 	

²⁵ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS (Continued)

B. Conditions (Continued)

8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Essentials while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE ESSENTIALS (Continued)

C. Rates

1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
2. Unless otherwise stated elsewhere in this section, Service Charges as identified in Section 3 of the General and Local Exchange Tariff apply to the installation of individual components of the package.
3. Digital Phone Essentials package is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Essentials	\$29.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED

A. General

The Digital Phone Unlimited Service is a package offering available to residential customers. The package includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service, and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Local Exchange Network Access Line
Unlimited Extended Area Service
*66 Busy Number Redial
Caller ID Number only ²⁶

Call Waiting/Cancel Call Waiting
Speed Call 8 ²⁶
*69 Call Return

Feature Package

Basic Call Forward
Distinctive Ring
Priority Call
Call Forward Busy

3 Way Calling
Speed Call 30
Selective Call Rejection
Call Forward Busy/No Answer
Selective Call Forward

B. Conditions

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
4. Customers may add or delete any features offered in the package without a service order charge.
5. No discounts will be given to subscribers that do not use all the features or have some features turned off.
6. The package is offered on a month-to-month.
7. The package will appear as a single line item on the bill.
8. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
9. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

²⁶ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

1. DIGITAL PHONE UNLIMITED (Continued)

B. Conditions (Continued)

- 10. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- 11. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited while they are away, a minimum of one month and up to nine months in a rolling year for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

- 1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 2. Nonrecurring Service Order Charges as specified in Section 3 of the General and Local Exchange Tariff do not apply.
- 3. Digital Phone Unlimited package is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited	\$39.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED PLUS

A. General

The Digital Phone Unlimited Plus Service is a package offering available to residential customers and includes two Residential Local Exchange Network Access Lines, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Two Local Exchange Network Access Lines
Unlimited Extended Area Service
*66 Busy Number Redial
Caller ID Number Only ²⁷

Call Waiting/Cancel Call Waiting
Speed Call 8 ²⁷
*69 Call Return

Feature Package

Basic Call Forward
Selective Call Rejection
Call Forward Busy
Selective Call Forward

3 Way Calling
Distinctive Ring
Priority Call
Call Forward Busy/No Answer

B. Conditions

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The package is offered on a month-to-month basis.
8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.

²⁷ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED PLUS (Continued)

B. Conditions (Continued)

11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
2. Nonrecurring Service Order Charges as specified in Section 3 of the General and Local Exchange Tariff do not apply.
3. Digital Phone Unlimited Plus package is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus	\$39.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED (Challenger)

A. General

The Digital Phone Unlimited (Challenger) Service is a package offering available to residential customers. The package includes one Residential Local Exchange Network Access Line, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Local Exchange Network Access Line
Unlimited Extended Area Service

Caller ID Number Only ²⁸
Call Waiting/Cancel Call Waiting

Feature Package

*66 Busy Number Redial
*69 Call Return
Selective Call Rejection
Call Forward Busy/No Answer
Selective Call Forward
Priority Call

Basic Call Forward
Speed Call 8 ²⁸ or 30
Distinctive Ring
3 Way Calling
Call Forward Busy

B. Conditions

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes will apply.
8. The package is offered on a month-to-month basis.
9. The package will appear as a single line item on the bill.

²⁸ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED (Challenger) (Continued)

B. Conditions (Continued)

10. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.
11. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
12. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
13. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited (Challenger) while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

1. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
2. Nonrecurring Service Order Charges as specified in Section 3 of the General and Local Exchange Tariff do not apply.
3. Digital Phone Unlimited (Challenger) package is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited (Challenger)	\$29.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED PLUS (Challenger)

A. General

The Digital Phone Unlimited Plus (Challenger) Service is a package offering available to residential customers and includes two Residential Local Exchange Network Access Lines, Unlimited Extended Area Service and the customer's choice of the features and services listed below. The feature package is optional and is available for an additional charge.

Basic Package

Two Local Exchange Network Access Lines
 Unlimited Extended Area Service

Caller ID Number Only ²⁹
 Call Waiting/Cancel Call Waiting

2. Feature Package

*66 Busy Number Redial
 *69 Call Return
 Selective Call Rejection
 Call Forward Busy/No Answer
 Selective Call Forward
 Priority Call

Basic Call Forward
 Speed Call 8 ²⁹ or 30
 Distinctive Ring
 3 Way Calling
 Call Forward Busy

B. Conditions

1. The package is available only where facilities and operating systems are available and technically feasible.
2. The features are provided subject to their individual service regulations as specified in the applicable sections of the tariff.
3. When the customer disconnects any component of the package, the remaining components of the package will be billed at their individually tariffed rates.
4. Non-payment or partial payment of the bill may result in the removal of the services that are included in the package in accordance with existing tariff rules.
5. Customers may add or delete any features offered in the package without a service order charge.
6. No discounts will be given to subscribers that do not use all the features or have some features turned off.
7. The package is offered on a month to month basis.
8. The package will appear as a single line item on the bill.
9. The packaged rate includes all available Extended Area Service (EAS) calling in exchanges where EAS is offered.

²⁹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

RESIDENTIAL BUNDLED SERVICES

DIGITAL PHONE UNLIMITED PLUS (Challenger) (Continued)

B. Conditions (Continued)

- 10. Call detail for Extended Area Service will not be displayed on the customer's monthly telephone bill.
- 11. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- 12. Stay Connected Seasonal Offering allows the customer to suspend the Digital Phone Unlimited Plus while they are away, a minimum of one month and up to nine months for a reduced rate.
 - A. Customer is asked to provide a reconnect date at the time of the suspension. If a reconnect date is given then the reconnect charges do not apply.
 - B. A \$25.00 re-activation fee will apply if the customer does not provide a reactivation date at the time the order is placed to add the service.
 - C. The Stay connected Seasonal Offering allows the customer to access 911 and 611 services. All other services and features of the package will be temporarily deactivated.
 - D. Customer will be removed from the stay-connected discount after the nine-month period if no date is given.
 - E. The cost of the service includes the Subscriber Line Charge.
 - F. This service does not change any other terms and conditions of the product.
 - G. Customer is not eligible for another vacation service in the rolling year that Stay Connected is used.
 - H. The Federal Subscriber Line Charge is included in the monthly rate.
 - I. All applicable taxes and surcharges apply.

C. Rates

- 3. Federal Subscriber Line Charge will be billed separately from the basic packages offering. All other surcharges and taxes apply and will be billed in addition to the package.
- 4. Nonrecurring Service Order Charges as specified in Section 3 of the General and Local Exchange Tariff do not apply.
- 5. Digital Phone Unlimited Plus (Challenger) package is provided at the following rates:

	<u>Monthly Rate</u>
Digital Phone Unlimited Plus (Challenger	\$29.99
Feature Package	\$6.99
Stay Connected Seasonal Offering	\$9.99

(1)

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BUSINESS BUNDLED SERVICES

A. UNLIMITED TOLL USAGE PLAN FOR BUSINESS

1. General

Unlimited Toll Usage Plan for Business is an optional calling plan which includes unlimited intraLATA toll voice usage for a flat monthly rate, available only to customers with Premium Calling Service Business (B1) Network Access Line(s), Customized Multi-line Telephone Service and/or Custom Line Telephone Service, as set forth below. The Network Access Line (B1), Customized Multi-line Telephone Service and/or Custom Line Telephone Service is not included in the Unlimited Toll Usage Plan for Business rate and must be subscribed to separately from the WN U-17 tariff.

2. Conditions

Monthly rates for the Unlimited Toll Usage Plan for Business apply per line in addition to the customer's Business (B1) Network Access Line Customized Multi-line Telephone Service, or Custom Line Telephone Service.

Unlimited Toll Usage Plan for Business is available only to customers who subscribe to the Company as their carrier for all local and intraLATA toll calls.

Unlimited Toll Usage Plan for Business applies per telephone line.

Eligible business customers are those who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) at the time of subscription to the Unlimited Toll Usage Plan for Business.

Eligible business customers may subscribe to the Unlimited Toll Usage Plan for Business plan for up to ten (10) lines.

Unlimited Toll Usage Plan for Business is not available with Flexible Digital Channel Service, Enhanced Flexible Digital Channel Service, PBX trunks, ground start lines or trunks, ISDN Single Line Service (BRI), ISDN Primary Rate Interface Service (PRI), Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office Service, Coin Service or Public Access Line Service.

BUSINESS BUNDLED SERVICES

A. UNLIMITED TOLL USAGE PLAN FOR BUSINESS (Continued)

2. Conditions (Continued)

Unlimited Toll Usage Plan for Business is not available with the following business packages or optional plans: Business Optional Calling Plan, Business Special Toll Plan, Company Rewards, Customer Specific Pricing Plans (CSP), Grandfathered Price Protection Plan, and Virtual Private Network Service (VPNS).

Unlimited Toll Usage Plan for Business does not apply to the following calls and services:

- | | |
|---|---|
| -Any Operator Handled Calls | - 555, 700, 900, 976 Services (Audiotex) |
| | -Group Bridge Service |
| -*66 Busy Number Redial, *69 Call Return, Call Trace (per activation) | -Mass Announcement Services |
| -Collect Calls | -Person-to-Person Calls |
| -Directory Assistance (Local and National) | -*66 Busy Number Redial, (per activation) |
| -3 Way Calling (per activation) | -*69 Return Call, (per activation) |
| -Directory Assistance Call Completion (Local and National) | -Third Number Billed |
| | -Time, Lottery and Weather |

Unlimited Toll Usage Plan for Business applies to voice traffic and may not be used for the transmission of data, for internet connections, or for any other non-voice application. This service may not be used for autodialing. The Company reserves the right to restrict the number and amount of other services and equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the Customer uses this Service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the Service. Call detail is not available for this service.

Unlimited Toll Usage Plan for Business is available under a Month-to-Month plan or a One-Year Term Commitment.

Customers may discontinue the Month-to-Month plan at any time upon request to the Company.

BUSINESS BUNDLED SERVICES

A. UNLIMITED TOLL USAGE PLAN FOR BUSINESS (Continued)

2. Conditions (Continued)

One-Year Term Commitments apply per line and are not required to be co-terminus. At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for successive One-Year Terms at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60 day grace period to allow the subscriber to remove the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change.

In the event the customer terminates the One-Year service within the first 60 days, starting on the Order Completion Date, the customer will be liable for the monthly charges up to the date of termination, and the termination liability will be waived. If the customer terminates service after 60-calendar days and prior to the completion of the term commitment period, the customer shall be liable for an early termination charge of 25% of the monthly recurring charge per line for the remainder of the term.

An early termination charge will not apply under the following circumstances:

Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term; or

Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or

Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

BUSINESS BUNDLED SERVICES

A. UNLIMITED TOLL USAGE PLAN FOR BUSINESS (Continued)

3. Rates

The Unlimited Toll Usage Plan for Business monthly rate applies in addition to and does not include the Premium Calling Service Business (B1) Network Access Line, Customized Multi-line Telephone Service and/or Custom Line Telephone Service.

Nonrecurring (NRCs) Service Charges do not apply to an existing customer who chooses to add Unlimited Toll Usage Plan for Business to a line(s). Service charges will be waived in the event a class of service change is required in order to have Unlimited Toll Usage Plan for Business.

	<u>Monthly Rate</u>
Unlimited Toll Usage Plan for Business	
Month-to-Month	\$ 12.00
One Year Term Option	\$6.00

BUSINESS BUNDLED SERVICES

B. UNLIMITED TOLL USAGE PLAN FOR BUSINESS

1. General

Feature Packages One, Two and Three are available to business customers who subscribe to Unlimited Toll Usage for Business.

2. Services

Feature Packages One, Two and Three for Business

Feature Packages One, Two and Three are available only to Business customers with Premium Calling Service Network Access Line for Business (B1) Customized Multi-line Telephone Service or Custom Line Telephone Service. The feature packages do not include the Customer's Network Access Line (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service, which must be purchased separately from the Company under this tariff.

Feature Package One

Feature Package One is available to business customers with Unlimited Toll Usage for Business on a B1 on a Premium Calling Service Network Access Line for Business (B1). Feature Package One includes Basic Call Forward, Call Waiting/Cancel Call Waiting, and/or 3 Way Calling. The customer may choose any single feature, a combination of any two of the features, or all three features.

Feature Package Two

Feature Package Two is available to business customers with Unlimited Toll Usage for Business on a Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service or Custom Line Telephone Service. Feature Package Two includes Caller ID with Name. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

Feature Package Three

Feature Package Three is available to business customers who subscribe to a Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service, or Custom Line Telephone Service. Feature Package Three includes Caller ID with Name. The customer may choose either or both features. If the customer selects Caller ID with Name and has Call Waiting, the customer can choose to have Call Waiting ID at no additional charge.

BUSINESS BUNDLED SERVICES

B. UNLIMITED TOLL USAGE PLAN FOR BUSINESS (Continued)

3. Conditions

Feature Packages One, Two and Three for Business are only available to business customers who subscribe to 25 or fewer Company lines (voice grade or voice grade equivalent) at the time of subscription to the Feature Packages for Business. Business customers may subscribe to Feature Packages One, Two or Three for up to ten (10) lines. These Feature Packages are not available with Flexible Digital Channel Service, Enhanced Flexible Digital Channel Service, PBX trunks, ground start lines or trunks, ISDN Single Line Service (BRI), ISDN Primary Rate Interface Service (PRI), Remote Call Forwarding Service, Foreign Exchange Service, Foreign Central Office Service, Coin Service or Public Access Line Service.

4. Rates

The monthly rate for Feature Package One, Two or Three for Business applies in addition to and does not include a customer's Premium Calling Service Network Access Line for Business (B1), Customized Multi-line Telephone Service and/or Flexible Telephone system line.

Nonrecurring Service Charges as identified in Section 3 of the General and Local Exchange Tariff do not apply to existing customers who choose to add Feature Package One, Two or Three for Business to their line(s). Nonrecurring Service Charges will be waived in the event a class of service change is required in order to subscribe to Feature Package One, Two or Three for Business.

Monthly Rate

Feature Package One, Two or Three for Business

Feature Package One	\$ 8.00
Feature Package Two	\$14.00
Feature Package Three	\$17.00

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI)

1. General

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Service is a central office based service arrangement that utilizes ISDN architecture to provide network offerings. ISDN-PRI Service supports the simultaneous transmission of circuit switched voice and data and packet switched data transmission over a four-wire facility at a standard interface.

ISDN-PRI Service provides digital end-to-end access capable of supporting a combination of public and private network access services via a 1.544 Mbps (Megabits per second) digital facility between the customer's premises and the Company's serving central office. The 1.544 Mbps transmission speed is typically divided into twenty-three 64 Kbps (Kilobits per second) channels (known as B-Channels) and one 64 Kbps channel (known as a D-Channel). The channels are communication paths over which telecommunications services flow (e.g., data, image, video, and voice). ISDN-PRI Service does not provide ISDN terminals and special power arrangements at the customer's premises.

Each ISDN-PRI Service consists of four basic elements:

- PRI Access (A or B)
- PRI Facility
- "B" Channel (dedicated/allocated)
- Non-Facility Associated Signaling (NFAS) (24B PRI service only)

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions (Continued)

The general conditions specified in this tariff are applicable to all communication services offered by the Company. Additional conditions pertaining to specific service offerings are specified in various sections of this and other Company tariffs.

ISDN-PRI Access

PRI Access: The PRI Access A is the central office termination required for a PRI Facility between an ISDN-PRI capable central office and a customer-designated location. PRI Access typically provides twenty-three individual "B" Channels and one "D" Channel, 24 B Channels, or 23 B Channels and Backup D Channel.

PRI Facility: The PRI Facility provides 1.544 Mbps digital transport between the customer's location and the customer's serving central office. Where the customer's serving central office is not ISDN-PRI capable, a 1.544 Mbps digital private line facility will be needed to provide transport from an ISDN-PRI capable central office to the customer's serving central office except when the customer's serving central office is part of a Remote Switching Cluster.

Channels

ISDN-PRI Service is typically divided in capacities of twenty-three 64 Kbps "B" Channels and one 64 Kbps "D" Channel.

The "B" Channels can carry switched voice and switched data at transmission speeds of up to 64 Kbps. The channels can be configured for services such as voice, data, image, and video. The customer will be required to provide information regarding the types of services they intend to utilize over the "B" Channels. This permits the Company to furnish and maintain the services ordered and assure that tariff Conditions are followed.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions

ISDN-PRI Service provides for the access to public and/or private services of the following call types over the same ISDN-PRI facilities:

- Public (DID and DOD Service)
- Circuit Switched Data
- Universal

ISDN-PRI Service is furnished from digital central office equipment located on Company premises and associated facilities within the Company's exchanges. ISDN-PRI Service and associated features are only available where equipment, operating conditions, and technology permit. A service inquiry must, therefore, be made to determine the availability of service in a particular area or exchange. Where facilities are not available or unusual expenditures are necessary to make them available, Special Construction charges as specified in the Construction of Outside Plant Facilities section of this Catalog may be applicable.

ISDN-PRI Service will not be provided with Off-Premises Stations or Extensions.

ISDN-PRI Service is offered on a 2- or 3-year term and volume plan (TVP). ISDN PRI Nonrecurring Charges do not apply to the initial installation of a TVP. Applicable Service Charges as identified in Section 3 of the General and Local Exchange Tariff apply to the initial installation of a TVP.

All conditions from WN U-17 apply for the Term and Volume Plan. All optional features can be provided on the Term and Volume Plans.

Changes between service periods, will incur a Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions (Continued)

Channels (Continued)

The "D" Channel is used to carry information about calls (such as call request and call set-up) placed on the "B" Channels to/from the customer's location(s) from/to the serving ISDN-PRI central office. "D" Channels operate at 64 Kbps and provide signaling and control for the 23 "B" Channels. PRI does not allow any customer's data traffic to be passed over the "D" Channel.

A Backup "D" Channel is a "D" channel provisioned to automatically take over for a failed "D" channel in the event of trouble.

"B" Channel Configurations: "B" Channels can be:

- 1) dedicated or allocated to a specific service type, or
- 2) allocated or shared to access two or more service types, or
- 3) a combination of 1) and 2).

The "B" Channel Configuration types are listed below:

- "B" Channel Circuit Switched DID/DOD Service: Direct Inward Dialing (DID) is a service by which PBXs and Customized Multi-line Telephone Service systems allow callers to dial from the public network straight to a desired extension within the system without operator intervention. Direct Outward Dialing (DOD) is a service in which outgoing calls within a PBX or Flexible Digital Channel system can be placed directly by dialing an initial digit (access digit) and then the desired number without the aid of an operator. A mixture of the Flat Rate and Measured Rate DID/DOD voice only channel configurations service will not be allowed on the same customer premises.
- "B" Channel Circuit Switched connection to Switched Data Services: is available on an intraswitch basis, in which case usage rates will not apply (flat rate basis). When a customer is connected with the Switched Data Service offerings of entities other than the Company, the customer is responsible for payment of services provided by those Intermediary Customer Services providers.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions (Continued)

Channels (Continued)

"B" Channel Configurations: (Continued)

To utilize dedicated trunk access, the customer must specify at subscription time the quantities of "B" Channels that will be dedicated for a specific service (DID, DOD, Universal, etc.) on the PRI Facility. The customer will be charged for the number of "B" Channels specified for those services that are flat rate. In addition, for those service offerings of entities other than the Company, the customer is responsible for payment of services provided by those entities (e.g. Switched Data). Tie Channels are optional and purchased out of WN U 17 Section 7.

Standard Features

Calling Number Identification: Allows the customer to have access to the directory number of the calling party.

Dedicated Trunk Access: A customer specified arrangement in which the "B" channels are assigned access to specified (e.g., DID and DOD service) services available in the ISDN-PRI serving central office.

Universal Trunk Access: A customer service arrangement of "B" channels in which the customer is allowed to use any of the "B" Channels to access any/all available services. The Universal Trunk Access will allow the customer to dynamically reconfigure ISDN-PRI "B" Channels to transport services such as DID, DOD, and Switched Data on an as needed basis.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions (Continued)

ISDN-PRI Term and Volume Packages

ISDN-PRI Service is offered on a 2- or 3-year term and volume plan (TVP). Customer will be subject to termination liability charges as specified in this section and Section 2. The ISDN-PRI Access TVP includes the ISDN-PRI Access (A&B), standard features, Calling Number Delivery (CNID), NFAS and Channel Activations, excluding Call-by-Call and tie channels. Packages are available with or without DS1 Switched Facility and are offered as flat or measured rate voice/data under the Premium, Premium Plus or Basic calling plans. Available PRI Access configurations are 23B, 23B+D Additional, 24B or 23B + D-Channel Backup. Two-year TVP customers may subscribe to 3-year term commitment plan optional features or facilities. Tie Channels are in addition to these rates.

Changes to Term and Volume Plan (TVP)

All of a customer's Company provided ISDN-PRIs within a state will count toward the volume commitment threshold. TVP customers may change the number of ISDN PRIs during the TVP period. In the event customers under a TVP plan make subsequent ISDN-PRI increases or decreases that cause the total number of ISDN-PRIs to fall within a different threshold level, all remaining ISDN-PRIs will be billed at the applicable level rate for the remainder of the TVP period.

The customer must provide the account information of the ISDN-PRIs included in the TVP at the time of the initial installation of service and with each change to the service under the TVP.

Additions to ISDN-PRI Service

Customers may add ISDN-PRI services at the same monthly rates as specified in their initial plan or on a different term commitment basis. The commitment period for these additional ISDN-PRI services will not end concurrently with the initial commitment period.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

2. Conditions (Continued)

Term Commitment Plans

Customers may convert their existing term commitment plans per the conditions set forth in Section 2, D, Termination Liability.

Conversion to a different term commitment plan or to a month-to-month service will require the customer to submit a change order. The ISDN PRI Nonrecurring Charges in this section will not apply, however, the Service Order Charge – Subsequent as identified in Section 3 of the General and Local Exchange Tariff will apply.

Two-year term commitment customers may subscribe to three-year term commitment plan optional features or facilities.

Termination Liability

When service is discontinued prior to the end of the term commitment period, termination liability charges will apply as set forth in WN U-17, Section 2, D, Termination Liability.

Customers with an existing ISDN-PRI term commitment or TVP may convert to a new term commitment or TVP without incurring termination liability charges as set forth in Section 2, D, Termination Liability, provided the value of the new term commitment or TVP is equal to or greater than the remaining value of the existing term commitment or TVP.

The termination liability charge will not apply when a customer converts from Digital Channel Service to ISDN-PRI. A temporary interruption of service will occur during a conversion. Additionally, the conversion may require a service rearrangement and telephone number change(s).

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

3. Definitions

B-Channel (Bearer Channel)

A channel used to carry digitized voice and data information at a speed of 64 Kbps.

Call by Call Trunks

An ISDN feature in which a communications path service arrangement allows the customer to carry all call types (e.g., DID, DOD, toll calls, Switched Data, etc.) on any of the "B" Channels on a two-way trunk. To utilize the Call-by-Call feature, the customer must specify at subscription time the total number of "B" Channels required and the types of services so that the database can be properly configured. Due to the differences in switch technology Call-by-Call service may not be available at all current or future ISDN provisioned central offices.

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 64 Kbps in support of network control signals.

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.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

3. Definitions (Continued)

Caller ID

A function, which allows a station to identify a caller.

ISDN-PRI Service Arrangement

The term is used to identify the provision of ISDN-PRI Service to a single customer. The customer may be provided service out of a single or multiple central offices. If a customer is provided service out of multiple central offices, all of the customer's locations would still be considered part of the same business or customer group.

Kbps

Kilobits Per Second.

Mbps

Megabits Per Second.

Non-Facility Associated Signaling (NFAS)

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-Channels is called a PRI group. Up to 20 DS1 Facilities can be assigned to a PRI group.

BUSINESS BUNDLED SERVICES

C. PRIMARY RATE INTERFACE (PRI) (Continued)

3. Definitions (Continued)

Primary Rate Interface (PRI)

The term "Primary Rate Interface" denotes the connection of a 1.544 Mbps digital facility to the ISDN-PRI capable central office switch. The twenty-four channels are typically divided into twenty-three "B" Channels plus 1 "D" Channel. Software in the ISDN-PRI equipped central office switch defines the type of access services that will be carried (e.g., DID and DOD service) within the 1.544 Mbps digital facility.

Remote Switching Cluster

Remote Switching Clusters exist when the remote switch is dependent on the host switch for its software processing. A remote switch can process intra-office calls without the host switch.

System

An interconnected arrangement of exchange and private-line services provided from one central office for use at one premises. The combination of Basic Rate Interface Lines plus ISDN Access and ISDN Multiline Access forming a complete communications system for a single customer of record. The Intercom Function is permitted only among stations within a system.

Universal Trunks

An ISDN feature in which a communications path service arrangement allows the customer to carry all call types (e.g., DID, DOD, toll calls, Switched Data, etc.) on any of the "B" Channels on a two-way trunk.

User

A member of a business system.

<u>BUSINESS BUNDLED SERVICES</u>		
C. <u>PRIMARY RATE INTERFACE (PRI)</u> (Continued)		
4. Rates		
<u>Term and Volume Packages (TVP)</u>		
	<u>2-Year Term Monthly Rate</u> ³⁰	<u>3-Year Term Monthly Rate</u>
ISDN-PRI Access System - Flat Rate with DS-1 Switched Facility ³¹		
Package 1 (1 to 10 PRIs)	\$750.00	\$720.00
Package 2 (11 to 20 PRIs)	700.00	685.00
Package 3 (21 to 29 PRIs)	675.00	650.00
Package 4 (30 + PRIs)	650.00	625.00
ISDN-PRI Access System - Flat Rate without DS1 Switched Facility ³²		
Package 1 (1 to 10 PRIs)	615.00	585.00
Package 2 (11 to 20 PRIs)	590.00	570.00
Package 3 (21 to 29 PRIs)	570.00	540.00
Package 4 (30 + PRIs)	510.00	485.00
ISDN-PRI Access System - Measured Rate with DS-1 Switched Facility ³¹		
Package 1 (1 to 10 PRIs)	505.00	450.00
Package 2 (11 to 20 PRIs)	470.00	425.00
Package 3 (21 to 29 PRIs)	435.00	405.00
Package 4 (30 + PRIs)	395.00	385.00
ISDN-PRI Access System - Measured Rate without DS1 Switched Facility ³²		
Package 1 (1 to 10 PRIs)	390.00	335.00
Package 2 (11 to 20 PRIs)	350.00	310.00
Package 3 (21 to 29 PRIs)	315.00	290.00
Package 4 (30 + PRIs)	250.00	240.00

³⁰ Two-year TVP customers may subscribe to 3-year term commitment plan optional features or facilities.

³¹ This service includes standard PRI service arrangements including Calling Number Delivery (CNID), NFAS, D-Channel Backup, a local DS1 Special Access Line, universal or dedicated arrangements where available in selected exchanges. Tie Channels are additional.

³² This service includes standard PRI service arrangement including Calling Number Delivery (CNID), NFAS, D-Channel Backup, universal or dedicated arrangements where available in selected exchanges. Tie Channels are additional.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS

1. General

Unlimited DTL and Unlimited Custom Line Telephone Service Basic Packages are optional business flat-rated usage packages with a network access line and calling features offered for a one-year or three-year term commitment. Customers must purchase at least one (1) Expansion Line for each Basic Package. Expansion Lines are offered on a monthly basis per each additional line ordered.

2. Services

The following two (2) options are available:

Unlimited DTL Basic Package includes the following:

- a) Flat-rated network access line
- b) Extended Area Service (EAS)
- c) Unlimited IntraLATA toll calling
- d) Choice of one to five (1 - 5) of the following calling features:

Call Waiting, 3 Way Calling, Basic Call Forward, Caller ID with Name.

Unlimited DTL Expansion Lines

At least one (1) Expansion Line is required with each Unlimited DTL Basic Package. The following two (2) options are available:

- a) Expansion Lines with unlimited calling

DTL Expansion Lines are available for a monthly rate, per line, with EAS and IntraLATA toll usage calling and a choice of one to five (1 to 5) of the following calling features:

Call Waiting/Cancel Call Waiting, 3 Way Calling, Basic Call Forward, Caller ID with Name.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

2. Services (Cont'd)

The following two (2) options are available: (Cont'd)

Unlimited DTL Basic Package includes the following: (Cont'd)

Unlimited DTL Expansion Lines (Cont'd)

(2) Expansion Lines without unlimited calling³³

DTL Expansion Lines are available for a monthly rate, per line, with EAS and choice of one to five (1 to 5) of the following calling features:

Call Waiting, 3 Way Calling, Basic Call Forward, Caller ID with Name.

Unlimited Custom Line Telephone Service Basic Package includes the following:

- a) One (1) Custom Line Telephone Service Line
- b) Extended Area Service (EAS)
- c) Unlimited IntraLATA toll calling
- d) Caller ID with Name

³³ IntraLATA toll usage rates apply in addition to the monthly rate.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

2. Services (Cont'd)

The following two (2) options are available: (Cont'd)

Unlimited Custom Line Telephone Service Expansion Lines

At least one (1) Custom Line Telephone Service Expansion Line is required with each Unlimited Custom Line Telephone Service Basic Package. The following two (2) options are available:

(a) Expansion Lines with unlimited calling

Custom Line Telephone Service Expansion Lines are available for a monthly rate, per line, with EAS and IntraLATA toll usage calling and Caller ID with Name.

(b) Expansion Lines without unlimited calling³⁴

Custom Line Telephone Service Expansion Lines are available for a monthly rate, per line, with EAS and Caller ID with Name.

³⁴ IntraLATA toll usage rates apply in addition to the monthly rate.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

3. Conditions

Unlimited DTL and Custom Line Telephone Service Basic Packages are available only where facilities and conditions permit.

Unlimited DTL and Custom Line Telephone Service Basic Packages are available only on a one-year or three-year term agreement. Expansion Lines are available on a month-to-month basis only.

Unlimited DTL and Custom Line Telephone Service Basic Packages are only available with subscription to a business unlimited nationwide long distance calling plan through the Company, and the Company's high speed internet service. Each Expansion Line must also subscribe to a business long distance calling plan through the Company.

Unlimited DTL and Custom Line Telephone Service Basic Packages are available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.

Customers are allowed up to 24 Expansion Lines. A maximum of nine (9) such lines can have Unlimited Calling either with this plan or any other toll product offered by the Company.

Unlimited DTL and Custom Line Telephone Service Basic Packages are not available with the following services:

- Flexible Digital Channel Service
- ISDN Service
- Remote Call Forward
- Enhanced Call Forwarding Service – Personal Number
- Auto Universal Call Distribution (ACD/UCD)
- PBX Trunks
- Foreign Exchange Service
- Foreign Central Office Service
- Customer Owned Pay Telephone (COPT)
- Optional Measured Service
- Premium Calling Plan
- Toll Block

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

3. Conditions (Cont'd)

Unlimited DTL and Custom Line Telephone Service Basic Packages are not available in combination with other optional calling plans or virtual private network services.

Unlimited DTL and Custom Line Telephone Service Basic Packages do not apply to the following calls or services:

- Operator Assist Station-to-Station Service
- Operator Assist Person-to-Person Service
- Directory Assistance Service (Local and National)

- Dial It Service
- Wide Area Telecommunications and 800 Service
- 3 Way Calling (per activation)
- *69 Call Return (per activation) Operator Assist Person-to-Person Service

Unlimited DTL and Custom Line Telephone Service Basic Packages may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.

Details on calls made will not be available for this service.

Service Charges as identified in Section 3 of the General and Local Exchange Tariff will be waived in the event a class of service change is required in order to have an Unlimited DTL or Custom Line Telephone Service Basic Packages.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

4. Termination Liability

Unlimited DTL and Unlimited Custom Line Telephone Service Basic Packages are offered on a one-year or a three-year term agreement.

Early termination of a Unlimited DTL Basic Package or Unlimited Custom Line Telephone Service Package term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement

\$75

3-year term agreement

\$225 for default within the 1st year of the term
\$150 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Expansion Line(s) of the bundle, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

The customer can add, delete or change the Expansion Lines without termination charges as long as two (2) lines (the Basic Package core line and one Expansion Line) remain on the account. If the one Expansion Line is removed, the remaining elements will revert to tariff rates. If the Basic Package core line is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

BUSINESS BUNDLED SERVICES

D. UNLIMITED DIAL TONE (DTL) PACKAGE FOR BUSINESS AND UNLIMITED CUSTOM LINE TELEPHONE SERVICE PACKAGE FOR BUSINESS (Continued)

5. Rates and Charges

	<u>1-Year Term</u>	<u>3-Year Term</u>
Unlimited DTL Basic Packages ³⁵	\$73.00	\$58.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ³⁶		35.00
Expansion Line without Unlimited Calling, per line, ^{36, 37}		35.00
	<u>1-Year Term</u>	<u>3-Year Term</u>
Unlimited Custom Line Telephone Service Basic Packages ³⁵	68.00	53.00
	<u>Monthly Rate</u>	
Expansion Line with Unlimited Calling, per line ³⁶		45.00
Expansion Line without Unlimited Calling, per line ^{36, 37}		30.00

³⁵ At least one (1) Expansion Line is required with each Unlimited DTL Basic Package or Unlimited Custom Line Telephone Service Basic Package ordered.

³⁶ Customers may have any combination of Expansion Lines but the combined total number allowed is 24 and may not exceed nine (9) Expansion Lines with Unlimited Calling.

³⁷ IntraLATA toll usage rates apply in addition to the monthly rate.

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK

General

Single Line Business Pack is an optional business flat-rated usage packages with a network access line, calling features and specified non-regulated services offered for a one-year or three-year term commitment:

Single Line Business Pack includes the following:

- One (1) Dial Tone Line with touch-tone
- Unlimited local voice usage
- Unlimited intraLATA direct distance dialed unassisted toll calling
- Choice of zero to five (0 - 5) of the following calling features: Call Waiting, 3 Way Calling, Basic Call Forward, Caller ID with Name and a specified non-regulated service.

Note: Additional credit will apply if provisioned with Broadband Service (High-Speed Internet service or FIOS service.)

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK (Continued)

Regulations

Single Line Business Pack is available only where facilities and conditions permit.

1. Single Line Business Pack is available only to customers who subscribe to the company for their local usage and intraLATA toll calls
2. Single Line Business Pack is available only on a one-year or three-year term agreement.
3. Single Line Business Pack is only available with subscription to a business unlimited nationwide long distance calling plan through the Company, and High-Speed Internet service or FIOS service.
4. Single Line Business Pack is available to business customers who subscribe to 25 or fewer lines (voice grade or voice grade equivalent) at the time service is initiated.
5. Customers may only have one Single Line Business Pack per account. A maximum of ten lines can have Unlimited Calling either with this plan or any other Unlimited Local or Local and Toll Usage Product offered by the Company. Customers may not combine this package with the Unlimited Dialtone and Flexible Telephone System Packages.
6. Single Line Business Pack is not available with the following services:
 - Centrex, Flexible Telephone System, Flexible Digital Channel Service or Enhanced Flexible Digital Channel Service
 - ISDN Service
 - Remote Call Forwarding Service
 - Auto Universal Call Distribution (ACD/UCD)
 - PBX Trunks
 - Digital Hand Off
 - Digital PBX Service
 - Foreign Exchange Service
 - Foreign Central Office Service
 - Customer Owned Pay Telephone (COPT)
 - Ground Start Lines or Trunks
 - Business Optional Calling Plan
 - Business Special Toll Plan
 - Company Rewards
 - Business Calling Plus
 - Business Local Usage Packages with allowances for Centrex and Business service
 - Customer Specific Pricing (CSP)
 - Grandfathered Rewarding Connections
 - Maximum Value Plan (MVP)
 - Foreign Zone Service
 - Flat Rate Business Plan
 - Pay Telephone Lines

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK (Continued)

Regulations (Continued)

7. Single Line Business Pack is not available in combination with other optional calling plans or virtual private network services.
8. Single Line Business Pack does not apply to the following calls or services:
 - Collect Calls - Easy Number Service
 - Time, Lottery and Weather
 - 555, 700, 900, 976 Service
 - IDS Type Calls (Audiotext)
 - Third Number Billed
 - Mass Announcement Services
 - Directory Assistance
 - Group Bridging Service
 - Connect Request Calls/Directory Assistance Call Completion
 - Easy Number Service
 - Repeat Calls, Return Calls (per activation)
 - Person-to-Person
 - All other operator Handled Calls
 - 3 Way Calling (per activation)

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK (Continued)

Regulations (Continued)

9. Single Line Business Pack may only be used for voice applications and may not be used for the transmission of data, for internet connections, or for any other non-voice application. These services may not be used for autodialing. The Company reserves the right to restrict the number of other services and/or equipment furnished or used in connection with any particular class of service in order to prevent any impairment in the quality of service furnished. If the customer uses this service for any non-eligible purpose, including, but not limited to, the examples noted above, the Company may suspend, restrict or cancel the service.
10. Details on calls made will not be available for this service.
11. Service Charges as identified in Section 3 of the General and Local Exchange Tariff will be waived in the event a class of service change is required in order to have a Single Line Business Pack.
12. Applicable Service Charges will be waived for customers subscribing to a three-year agreement.

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK (Continued)

Termination Liability

Single Line Business Pack is offered on a one-year or a three-year term agreement.

Early termination of an Single Line Business Pack term agreement by the customer will result in a one-time flat Termination Charge of:

1-year term agreement: \$75

3-year term agreement:

\$125 for default within the 1st year of the term
\$100 for default within the 2nd year of the term
\$75 for default within the 3rd year of the term

If the customer cancels any of the unregulated components or all of the Unlimited DTL Single Line Package, the remaining components will revert to the individual rate and/or the tariff rate associated with that component.

If the Dialtone Line (DTL) is removed, the applicable termination charge shown above will apply.

Customer termination of service within the first 60 days, starting on the Order Completion Date, will result in customer liability for the monthly charges. Termination liability will be waived.

At the end of the term period or any subsequent renewal, the agreement will automatically be renewed for a successive one-year or three-year term at the same terms and conditions, unless either party provides advance notice that it does not wish to renew the term. Each subsequent renewal will allow for a 60-day grace period for the subscriber to unsubscribe from the plan without penalty. Pricing will remain the same during any automatic renewal unless the Company has provided 30 days notice of any change. Customers can move from a one-year to a three-year term without incurring a penalty.

An early termination charge will not apply under the following circumstances:

- Customer moves existing service either to a new location within the same address and/or same building (inside move) or to a new location (outside move) and maintains that service for the remainder of the term;
- Customer renegotiates a new term commitment plan for the same service before the current term commitment expires and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment; or
- Customer changes to another service or usage plan or upgrades service or usage under a term commitment, and the value of the new term commitment is equal to or greater than the remaining value of the current term commitment.

BUSINESS BUNDLED SERVICES

E. SINGLE LINE BUSINESS PACK (Continued)

Rates

	Monthly Rate	
	<u>3-Year Term</u>	<u>1-Year Term</u>
Single Line Business Pack	\$53.00	\$53.00
Broadband Credit	15.00	--

BUSINESS BUNDLED SERVICES

F. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

1. GENERAL

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) Bundle Service is an optional business package that provides a digital trunk with 23 B-channels for circuit switched voice and data and 1 D-Channel for signaling plus Caller ID and the option of Direct Inward Dialing (DID) numbers.

2. APPLICABILITY

Applicable to network services provided in accordance with Integrated Services Digital Network (ISDN) – Primary Rate Interface (PRI) Bundle Service standards.

3. TERRITORY

Within all exchange areas as those areas are defined by maps filed. See WN U-7 tariff.

4. RATES

	<u>Monthly Rate</u>
<u>2-Year Term</u> ³⁸	
ISDN-PRI Bundle	\$575.00
ISDN-PRI Bundle with 20 DID Numbers	590.00
ISDN-PRI Bundle with 50 DID Numbers	595.00
ISDN-PRI Bundle with 100 DID Numbers	600.00
<u>3-Year Term</u> ³⁸	
ISDN-PRI Bundle	\$475.00
ISDN-PRI Bundle with 20 DID Numbers	490.00
ISDN-PRI Bundle with 50 DID Numbers	495.00
ISDN-PRI Bundle with 100 DID Numbers	500.00
<u>5-Year Term</u> ³⁸	
ISDN-PRI Bundle	\$425.00
ISDN-PRI Bundle with 20 DID Numbers	440.00
ISDN-PRI Bundle with 50 DID Numbers	445.00
ISDN-PRI Bundle with 100 DID Numbers	450.00

³⁸ Nonrecurring Charges do not apply to the initial installation of an ISDN-PRI Bundle.

BUSINESS BUNDLED SERVICES

F. INTEGRATED SERVICES DIGITAL NETWORK (ISDN) - PRIMARY RATE INTERFACE (PRI) BUNDLED SERVICE

5. CONDITIONS

- A. ISDN PRI Bundle Service is available where technically feasible.
- B. The bundles are offered for 2-, 3- and 5-year term commitments. A termination fee of 50% of the Monthly Recurring Charges will incur for the remainder of the term commitment period.
- C. A customer may convert an existing term commitment to a new term commitment prior to the completion of the existing term without penalty. The customer will be charged a Service Order Charge - Subsequent as identified in Section 3 of the General and Local Exchange Tariff for the change and will pay the current rates in effect for the term commitment chosen.
- D. When a customer's serving office is not suitably equipped and/or the customer chooses to subscribe to ISDN-PRI Service from another central office, the customer will utilize the dialing plan associated with the designated ISDN-PRI central office. For PRIs served from an alternate central office, the normal PRI rates will apply in addition to the charges for Special Transport Termination and Special Transport (Mileage).
- E. ISDN-PRI customers who are served from a foreign node may request to have their service provided from their local central office when facilities become available at that office. The Service Order Charge – Initial as identified in Section 3 of the General and Local Exchange Tariff and nonrecurring charges for T-1s and ports will be applicable, and termination charges will not apply on that transfer provided that the quantity of T-1s and ports are preserved. Customers who choose to continue service from a foreign node will be subject to the monthly rate for interoffice facilities. In addition, a number change generally will be required on any transfer from a foreign node to a local central office.
- F. Ports will be provided at the T-1 level only.
- G. Customer provided equipment used to connect to ISDN-PRI Bundle Service must meet Company requirements.
- H. The Company shall not be responsible to the customer if changes in any of the facilities, operations, or procedures utilized in the provision of ISDN-PRI Bundle Service render any equipment provided by a customer obsolete or require any modification or alteration of such equipment or system or otherwise affect its use or performance.
- I. The customer must subscribe to services and specify each type of traffic that will be transported across the ISDN-PRI Bundle Service port (i.e., DID, DOD). All rates and regulations for these services will apply. The bundle is offered as flat rate voice with measured data. Usage charges generated by using ISDN-PRI will be measured and billed in accordance with the rates specified in this Catalog.
- J. Appropriate nonrecurring charges apply for installation of and changes to ports, T-1s and features ordered by the customer except as set forth in 4. Rates preceding.

BUSINESS BUNDLED SERVICES

G. BUSINESS NATIONWIDE UNLIMITED SERVICE II ³⁹ – Grandfathered as of December 20, 2017

1. General

Business Nationwide Unlimited Service II is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

6. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service

Caller ID with Name
Six features from the feature bundle listed below

Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 ⁴⁰ or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call

*69 Call Return
Call Transfer
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection
Selective Call Acceptance

2. Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.

³⁹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

⁴⁰ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

G. BUSINESS NATIONWIDE UNLIMITED SERVICE II ⁴¹ – Grandfathered as of December 20, 2017 (Continued)

2. Conditions (Continued)

- D. Business Nationwide Unlimited Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge as identified in Section 3 of the General and Local Exchange Tariff.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month basis.
- J. Up to eleven additional bundles can be purchased at a discount rate.

3. Rates

- A. All Interstate End User Subscriber Line charges and other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Business Nationwide Unlimited Service II	\$52.99
Additional Bundle	46.99
Business All In Feature Package	4.99

⁴¹ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

H. BUSINESS LOCAL UNLIMITED II ⁴² – Grandfathered as of December 20, 2017

1. General

Business Local Unlimited II is a bundled offering available to Business customers. The bundle includes a flat rate Basic Business Line; a combination of enhanced calling features, certain designated non-regulated services and price-listed services.

Basic Bundle:

Flat Rate Business Line
Extended Area Service
Two features from the Business All in Feature bundle listed below

Business All In Feature Package

Call Waiting/ Call Waiting ID/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ⁴² or 30	*66 Busy Number Redial
Distinctive Ring	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Selective Call Forward
Call Forward No Answer	Selective Call Rejection
Priority Call	Selective Call Acceptance

2. Conditions

- A. The bundle is available only to customers who are served from a central office in which all services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundle is offered on a month-to-month basis.
- C. The bundle rate includes Extended Area Service (EAS). The call detail for EAS calls will not be displayed on the bill.
- D. All applicable surcharges and taxes will be billed separately from and in addition to the bundle rate.

⁴² This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

H. BUSINESS LOCAL UNLIMITED II ⁴³ – Grandfathered as of December 20, 2017 (Continued)

2. Conditions (Continued)

- E. The bundle cannot be used in association with a Residential Line, PBX Service, or ISDN service.
- F. Customers may select any two of the features in the Business All In Feature Package for no extra charge
- G. Customers purchasing the Business All In Feature Package may select any or all of the features listed in that package.

3. Rates

	<u>Monthly Rate</u>
Business Local Unlimited II	\$35.99
Business All In Feature Package	\$4.99

⁴³ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

I. SIMPLY UNLIMITED SERVICE-LEADER ⁴⁴ – Grandfathered as of December 20, 2017

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Simply Unlimited Service-Leader as said exchanges are defined on the maps contained in the tariff.

3. General

- A. Simply Unlimited Service-Leader is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle will also include the End User Common Line Charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff. Customers may select any or all of the following services and features for a monthly rate charge.

7. B. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service

Caller ID with Name
Eight features from the feature package listed below

C. Business All In Feature Package

Call Waiting/ Call Waiting ID/Cancel Call Waiting	*69 Call Return
3 Way Calling	Call Transfer
Speed Call 8 ⁴⁵ or 30	*66 Busy Number Redial
Distinctive Ring	Basic Call Forward
Multiline Hunt Service	Call Forward Busy
Anonymous Call Block/Rejection	Selective Call Forward
Call Forward No Answer	Selective Call Rejection
Priority Call	Selective Call Acceptance

⁴⁴ This service offering is limited to existing subscribers.

⁴⁵ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUSINESS BUNDLED SERVICES

I. SIMPLY UNLIMITED SERVICE-LEADER ⁴⁶ – Grandfathered as of December 20, 2017 (Continued)

4. Rates

- A. The End User Common Line Charge and the Access Recovery Charge will be included in the bundle. All other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges as identified in Section 3 of the General and Local Exchange Tariff apply to the installation of individual components of the bundle.

Monthly Rate

Simply Unlimited Service-Leader (1-3 lines)	\$48.99
Additional Bundle (4 to 12 lines)	33.99
All In Feature Package	4.99

5. Conditions

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Unlimited Extended Area Service is only available in designated exchange areas as defined in the tariff.
- E. Simply Unlimited Service-Leader includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- F. Customers may add or delete any features offered within the bundle without incurring a Service Charge.
- G. The bundle rate will appear as a single line item on the customer's bill.

⁴⁶ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

I. SIMPLY UNLIMITED SERVICE-LEADER ⁴⁷ – Grandfathered as of December 20, 2017 (Continued)

5. Conditions (Continued)

- A. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- B. The bundle cannot be used in association with a Residential Line, PBX Service, Centrex Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- C. The bundle is offered on a month-to-month basis.
- D. When the customer purchases the fourth through twelfth bundle additional discounts are given.
- E. If the customer disconnects any component of the bundle, the remaining components of the bundle will be billed at their individual tariffed monthly rates.

⁴⁷ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

J. SIMPLY UNLIMITED SERVICE-CHALLENGER ⁴⁸ – Grandfathered as of December 20, 2017

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing Simply Unlimited Service-Challenger as said exchanges are defined on the maps contained in this tariff.

3. General

Simply Unlimited Service-Challenger is a bundle offering available to Business customers that subscribe to a maximum of ten Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also includes the End User Common Line Charge and the Access Recovery Charge that is found in the federal tariff. Customers may select any or all of the following services and features for a monthly rate charge.

8.

9. A. Basic Bundle

Flat Rate Business Line
Call Forward Busy/No Answer
Unlimited Extended Area Service

Caller ID with Name
Four features from the feature package listed below

B. Business All In Feature Package

Call Waiting/Cancel Call Waiting
3 Way Calling
Speed Call 8 ⁴⁹ or 30
Distinctive Ring
Multiline Hunt Service
Anonymous Call Block/Rejection
Call Forward No Answer
Priority Call

*69 Call Return
Call Transfer
*66 Busy Number Redial
Basic Call Forward
Call Forward Busy
Selective Call Forward
Selective Call Rejection
Selective Call Acceptance

⁴⁸ This service offering is limited to existing subscribers.

⁴⁹ This service offering is limited to all existing subscribers at their existing locations as of July 20, 2014.

BUSINESS BUNDLED SERVICES

J. SIMPLY UNLIMITED SERVICE-CHALLENGER ⁵⁰ – Grandfathered as of December 20, 2017 (Continued)

4. Regulations

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the tariff.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer’s monthly telephone bill.
- D. Simply Unlimited Service-Challenger Service includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge as identified in Section 3 of the General and Local Exchange Tariff.
- F. The bundle rate will appear as a single line item on the customer’s bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month basis.
- J. Bundles four through ten are given an additional discount.

5. Rates

- A. The Interstate End User Common Line Charge and the Access Recovery Charge are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

	<u>Monthly Rate</u>
Simply Unlimited Service-Challenger (1-3 lines)	\$38.99
Additional Package (4-10 lines)	\$23.99
Business All In Feature Package	\$4.99

⁵⁰ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

K. OneVoice

1. Applicability

Applicable to Single-party Business Flat rate service.

2. Territory

Applicable to the territory within the exchange areas where service is provided from Central Offices and/or Operating Systems capable of providing OneVoice Service as said exchanges are defined on the maps contained in the Exchange Maps Tariff No. 7.

3. General

OneVoice is a bundled offering available to Business customers that subscribe to Single Party Business Line. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. Customers may select any or all of the following services and features for a monthly rate charge.

10. Basic Bundle

Single Party Flat Rate Access Line
Call Forward Busy/No Answer
Unlimited Extended Area Service
Call Waiting/Cancel Call Waiting
Caller ID with Name

Anonymous Call Rejection
Basic Call Forward
Multi-line Hunting
3 Way Calling

Premium Feature Package

*69 Call Return
Call Transfer
Distinctive Ring
*66 Busy Number Redial
Priority Call

Selective Call Forward
Selective Call Acceptance
Selective Call Rejection
Speed Call 30

4. Regulations

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable schedules of the Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.

BUSINESS BUNDLED SERVICES

K. OneVoice (Continued)

4. Regulations (Continued)

- E. Customers may add or delete any features offered within the bundle without incurring a Service Charge as identified in Section 3 of the General and Local Exchange Tariff.
- F. The bundle rate will appear as a single line item on the customer's bill.
- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, Remote Call Forwarding Service, ISDN Service, Centrex, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one, two or three year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. Term plans will auto renew unless notification is received from the customer sixty days in advance.

5. Rates

- A. Surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of the bundle.

Monthly Rate

Basic Bundle	\$49.99	(1)
Term Price with a 1, 2 or 3 year commitment	\$34.99	(1)
Premium Feature Package	\$11.99	(1)

BUSINESS BUNDLED SERVICES

L. Commercial Voice Unlimited⁵¹ – Grandfathered as of December 20, 2017

1. Applicability

Applicable to Single-party Business Flat rate service.

2. General

Commercial Voice Unlimited is a bundled offering available to Business customers that subscribe to a maximum of twelve Single Party Business Lines per customer location. The bundle includes the following components: one Basic Flat Rate Access Line, Custom Calling features and Unlimited Extended Area Service. The bundle also included the Subscriber Line charge and the Access Recovery Charge that is tariffed in the appropriate FCC tariff.

11. Basic Bundle

Single Party Flat Rate Access Line
Basic Call Forward
Call Forward Busy
Call Forward No Answer
Call Waiting/Cancel Call Waiting
Caller ID
3 Way Calling
Hunting

3. Regulations

- A. The bundle is available only where facilities and operating systems are available and technically feasible.
- B. The features are provided subject to their individual service regulations as specified in the applicable sections of the General and Local Exchange Service Catalog.
- C. Call Detail for Unlimited Extended Area Service will not be displayed on the customer's monthly telephone bill.
- D. Commercial Voice Unlimited includes basic local service and non-basic local services. Nonpayment or partial payment of the basic local service charge within the bundle may result in disconnection of your basic local service.
- E. Customers may add or delete any features offered within the bundle without incurring a Service Connection Charge.
- F. The bundle rate will appear as a single line item on the customer's bill.

⁵¹ This service offering is limited to existing subscribers.

BUSINESS BUNDLED SERVICES

L. Commercial Voice Unlimited⁵² – Grandfathered as of December 20, 2017 (Continued)

3. Regulations (Continued)

- G. The bundle is available only to customers who are served from a central office in which services in the bundle are offered and can be provided by the Company to the customer.
- H. The bundle cannot be used in association with a Residential Line, PBX Service, Remote Call Forwarding Service, ISDN Service, Toll Free Service, and Foreign Exchange Services.
- I. The bundle is offered on a month-to-month, one or two year term basis.
- J. Customers in a term plan will be charged a termination fee for cancelling before the term is up. The early termination fee is the monthly charge times the remaining months in the term.
- K. At the end of the one or two year term, customers will be moved to the month to month pricing.

4. Rates and Charges

- A. Interstate End User Subscriber Line charge and Access Recovery Charges are included in the bundle. Other applicable surcharges and taxes will be billed separately from and are in addition to the bundle rate.
- B. Unless otherwise stated elsewhere in this section, Service Charges apply to the installation of individual components of the bundle.

<u>Basic Bundle</u>	<u>Monthly Rate</u>
Month to Month	\$33.00
One Year Term	\$28.00
Two Year Term	\$28.00

⁵² This service offering is limited to existing subscribers.

PROMOTIONS

Business Retain/Save Offer beginning February 1, 2011 and ending no later than March 31, 2011.

Customers who meet the criteria detailed in the following promotional offers will receive monthly bill credits which will be applied to the total monthly bill, on a per account basis. This promotional offer is subject to the termination liability agreement pursuant to the Product Guide.

Eligible customers are existing business customers who:

- seek to disconnect local exchange service, Customized Multi-line Telephone Service, Custom Line Telephone Service or Unlimited Toll Usage for Business service; and
- agree to retain their service(s) with the Company; and
- maintain the minimum spend level (MSL).

AND SUBSCRIBE TO:

- a minimum one year term agreement for an exchange line or Customized Multi-line Telephone Service, or a two year term agreement for Custom Line Telephone Service; and
- a minimum one-year term agreement for Unlimited Toll Usage for Business and Company or Broadband services.

A term agreement is required on all lines that the customer sought to disconnect:

Promotion A offers a \$10 credit per account for ten (10) months (up to \$100.00) to customers who seek to disconnect at least one (1) line and spend no less than \$45.00 per month total billed revenue services.

Promotion B offers a \$15 credit per account for ten (10) months (up to \$150.00) to customers who seek to disconnect at least one (1) line and spend no less than \$70.00 per month total billed revenue services.

Promotion C offers a \$15 credit per account for twelve (12) months (up to \$180.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$70.00 per month total billed revenue services.

Promotion D offers a \$20 credit per account for twelve (12) (up to \$240.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$90.00 per month total billed revenue services.

Promotion E offers a \$30 credit per account for twelve (12) months (up to \$360.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$160.00 per month total billed revenue services.

Promotion F offers a \$50 credit per account for six (6) (up to \$300.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$310.00 per month total billed revenue services.

Promotion G offers a \$70 credit per account for nine (9) (up to \$630.00) to customers who seek to disconnect two (2) to four (4) lines and spend no less than \$610.00 per month total billed revenue services.

PROMOTIONS

Business Retain/Save Offer (Continued)

Promotion H offers a \$70 credit per account for nine (9) months (up to \$630.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$310.00 per month total billed revenue services.

Promotion I offers a \$100 credit per account for nine (9) months (up to \$900.00) to customers who seek to disconnect at least five (5) lines and spend no less than \$610.00 per month total billed revenue services.

These promotional offers are not redeemable for cash and may not be used to satisfy delinquent balances owed to the Company or any Company affiliate.

Eligible customers are limited to a maximum of one (1) direct bill credit offer per rolling twelve (12) months.

These offers are limited to one promotional benefit per customer and may not be combined with any other promotional offer except as authorized by the Company.

12. Simply Unlimited Promotion

Promotional offering beginning January 1, 2014 and extending until March 30, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

13. Simply Unlimited Bundle Promotion

Promotional offering beginning January 19, 2014 and extending until April 17, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

14. Simply Unlimited Promotion

Promotional offering beginning March 31, 2014 and extending until June 14, 2014, new business broadband commercial customers who purchase the Simply Unlimited Bundle; are eligible to receive the first line of Simply Unlimited at \$28.99/month and any additional lines at \$23.99/line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other Terms and Conditions of the bundle will remain in effect.

15. Simply Unlimited Bundle Promotion

Promotional offering beginning April 18, 2014 and extending until June 30, 2014, new business customers who purchase the Simply Unlimited Bundle are eligible to receive the first line of Simply Unlimited at \$28.99 per month and any additional lines at \$23.99 per line per month up to the 12 lines maximum. This rate will apply for the duration of the one, two or three-year contracted term. All other terms and conditions of the bundle will remain in effect.

PROMOTIONS

1. Digital Phone Feature Package Promotion

Promotional offering beginning August 25, 2014 and extending until November 21, 2014, eligible new and existing residential customers that accept this offer and order a Digital Phone bundle will be given a \$2.99 monthly save credit for three months for the Feature Package. Customer must call to cancel the Feature Package service to avoid charges after the promotional period.

Simply Unlimited Promotion

Promotional Offering beginning August 15, 2014 and continuing through November 15, 2014, new and existing customers who subscribe to Simply Unlimited and commit to a one, two- or three-year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Simply Unlimited Long-Distance plan through the Company as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

Simply Unlimited Promotion

Promotional Offering beginning January 1, 2015 and continuing through March 31, 2015, new and existing customers who subscribe to Simply Unlimited and commit to a one, two- or three-year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Simply Unlimited Long-Distance plan through the Company as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

Simply Unlimited Promotion

Promotional Offering beginning April 1, 2015 and continuing through June 29, 2015, new and existing customers who subscribe to Simply Unlimited and commit to a one, two- or three-year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Simply Unlimited Long-Distance plan through the Company as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

Simply Unlimited Promotion

Promotional Offering beginning June 30, 2015 and continuing through December 31, 2015, new and existing customers who subscribe to Simply Unlimited and commit to a one, two- or three-year term will receive the first line at \$29.99 and lines 2-12 at \$24.99. Customer must subscribe to the Simply Unlimited Long-Distance plan through the Company as well as Broadband. This promotion offer is subject to the applicable termination liability for the individual products as listed in this Service Catalog.

PROMOTIONS

OneVoice

Beginning April 1, 2016 and extending until June 29, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Catalog for Bundled Services will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after June 29, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

OneVoice

Beginning June 30, 2016 and extending until August 31, 2016, new or upgraded Business broadband customers who purchase the OneVoice Nationwide at a price point of \$39.99 will be guaranteed the price for the OneVoice Nationwide and the broadband for the life of the account. Customer will sign for a one or two year term. Termination fees as described in the Catalog for Bundled Services will apply if the customer cancels before the end of the term. Two year term customers will have the broadband installation fees waived. Changes to the product services after August 31, 2016 including broadband speed upgrades/downgrades will disqualify the Price for Life guarantee. All other Terms and Conditions of the services remain in effect.

Commercial Voice Unlimited

New Company business customers that sign up for Commercial Voice Unlimited between May 22, 2017 and August 19, 2017 with a term commitment of 1, 2 or 3 years will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Company service in the past ninety days.

Commercial Voice Unlimited

New Company business customers that sign up for Commercial Voice Unlimited between September 15, 2017 and December 20, 2017 with a term commitment of 1 year will have all standard non-recurring charges waived for the initial set up and be given a \$5.00 credit per month per line for the length of the contract. New is defined as not having Company service in the past ninety days.

Digital Phone

Beginning July 22, 2018 through October 19, 2018 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up and a monthly rate of \$19.99 for two years.

Digital Phone

Promotional offering, beginning May 19, 2019 and continuing through November 19, 2019 for new Digital Phone customers who purchase qualifying broadband services will have standard non-recurring charges waived for the initial set up.

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COMPETITIVE RESPONSE

Residence Customer Incentive Program

A. Description

The Customer Incentive Program is an offering for potential new residence local exchange customers and existing residence local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Customer Incentive Program may be offered to potential new residence local exchange customers. In addition, the Company may provide a retention benefit to any existing residence customer who has retained a service for some period of time.
2. For a potential new residence customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a residence customer is required to have a satisfactory credit rating with the Company.
4. For a potential new residence local exchange customer, the Company may condition its offers upon the customer remaining with the Company for up to one year. Any minimum period of time shall be identified to the residence customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange residence customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in C.1. following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

COMPETITIVE RESPONSE

Residence Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:

- (a) The sales channel through which the products are sold.
- (b) A specific geographic area.
- (c) Existing customers who request to have one or more products disconnected.
- (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
- (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.

8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:

- (a) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s), or
- (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
- (c) A waiver of an amount up to 100% of the current residence nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
- (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.

2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.

3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).

COMPETITIVE RESPONSE

Business Customer Incentive Program

A. Description

The Customer Incentive Program is an offering for potential new business local exchange customers and to existing business local exchange customers to encourage the retention or continuation of existing services by those existing customers.

B. Terms and Conditions

1. This Custom Incentive Program may be offered to potential new business local exchange customers. In addition, the Company may provide a retention benefit to any existing business customer who has retained a service for some period of time.
2. For a potential new business customer, the Company may provide an incentive offer no more often than once in any one-year period. In retention situations, the Company may provide an incentive no more often than once in any one-year period with respect to any particular service or feature.
3. To qualify for these offers, a business customer is required to have a satisfactory credit rating with the Company.
4. For a potential new business local exchange customer, the Company may condition its offers upon the customer remaining with the Company for a minimum of one year. Any minimum period of time shall be identified to the business customer as part of the offer. In such cases, if the customer terminates service early, the customer may be billed all of the nonrecurring charge(s) and monthly rate(s) waived under this program. The customer is not considered to be opting out if the customer moves to another Company service of equal or greater value.
5. The recipients of the Customer Incentive offer and the amount of the customer incentive offer shall be in the sole discretion of the Company, but the total value of the offer may not exceed the sum set out in C.1., following.
6. The Company shall determine the particular details, including but not limited to periods and duration, class of customers, services, amounts, and geographic area, so long as each such offer to a particular local exchange business customer is not inconsistent with the provisions of this Catalog and the amount does not exceed the maximum amount set forth in C.1., following. The Company may prohibit use of this program in conjunction with another being marketed by the Company and/or a Company affiliate.

COMPETITIVE RESPONSE

Business Customer Incentive Program (Continued)

B. Terms and Conditions (Continued)

7. Offers may differ based on reasonable criteria, including the following criteria or combinations of criteria below:
- (a) The sales channel through which the products are sold.
 - (b) A specific geographic area.
 - (c) Existing customers who request to have one or more products disconnected.
 - (d) Customers who identify a better competitive offer are available to them. Company representatives may present to these customers multiple offers up to the maximum value under C.1., following.
 - (e) Such other facts, criteria, and circumstances as the Company believes is a reasonable basis upon which to distinguish among groups of customers.
8. The Company reserves the right to discontinue this offer.

C. Rates and Charges

1. The Customer may be offered one of the following, or the equivalent monetary value, on selected products as determined by the Company:
- (a) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s), or
 - (b) A waiver of up to three months of the recurring rate(s) or charge(s), or
 - (c) A waiver of an amount up to 100% of the current business nonrecurring rate(s) or charge(s) and up to three months of the recurring rate(s) or charge(s), or
 - (d) A benefit or consideration offered or provided that is not associated with a service or product offered by the Company such as CPE, merchandise, or discounts on merchandise offered by others, gift certificates, gift cards or otherwise, in the discretion of the Company. In determining the value of non-cash offers or benefits, the actual cost incurred by the Company, not to exceed the sum of C.1.(c) above, shall be used.
2. The waiver(s) will appear in the form of a credit(s) on the customer's bill. The waiver may be one-time, or spread over a period of up to 12 months in a fashion determined by the Company.
3. Waiver amounts are calculated on the first month's nonrecurring charge(s) and monthly rate(s). The total waived amount will not exceed the value of the total nonrecurring rate(s) or charge(s) plus three months service of the monthly rate(s) or charge(s).