

## CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
1	Original	28	First *	54.1.1	Second *
2	Sixth *	29	First *	54.1.2	Second *
3	Fourth *	30	First *	54.2	Second *
4	Original	31	First *	54.3	Second *
5	Original	32	First *	54.4	Second *
6	First *	33	First *	54.5	Third *
7	First *	34	First *	55	Third *
8	Original	35	Second *	56	Third *
9	First *	36	Second *	57	Third *
10	Second *	37	Second *	58	Third *
11	Original	38	Second *	59	Third *
12	First *	39	Second *	60	Third *
13	Original	40	Third *	60.1	Second *
14	Original	41	Second *	61	Fourth *
15	Original	42	First *	62	Fourth *
15.1	Original	43	First *	63	Third *
16	Original	44	Second *	64	Third *
17	Original	45	Second *	65	Fourth *
18	Original	46	Second *	66	Third *
19	Original	47	Third *	66.1	Second *
20	Original	48	Fourth *	67	Third *
21	Original	49	Fourth *	68	Third *
22	Original	50	Second *	69	Third *
23	Original	51	Second *	70	Second *
24	First	52	Third *	71	First *
25	Original	53	Third *	72	First *
26	First *	54	Third *	73	Second *
27	First *	54.1	Second *	74	Second *
				75	First *

\* New or Revised Page.

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

### 1.1 Definitions

**Application for Service** - a standard order form which includes all pertinent billing, technical and other descriptive information which will enable the carrier to provide the communication service.

**Business Customer** - any Customer of the Company who is not a Residential Customer as described herein.

**ASR (Access Service Request)** - Service order processed to the underlying local exchange or interexchange carrier.

**Authorization Code** - a numerical code, one or more of which are assigned to a customer to enable a reseller to identify use of service on its account and to bill the customer accordingly for such service. Multiple authorization codes may be assigned to a customer to identify individual users or groups of users on its account.

**Authorized User** - a person, firm, corporation or other entity authorized by the customer to receive or send communications.

**Automatic Dialing Device** - an apparatus provided by the carrier which, when attached to customer's telephone equipment, dials the carrier's facilities, emits an authorization code, and forwards the called number to the carrier's facilities.

**Bandwidth** - the total frequency band allocated for a channel.

**Busy Hour** - the two consecutive half hours during which the greatest volume of traffic is handled.

**Cancellation of Order** - a customer-initiated request to discontinue processing a service order, either in part or in its entirety, prior to its completion.

**Carrier** – Broadwing Communications, LLC, unless specifically stated otherwise.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

(T)

**1.1 Definitions:** (Cont'd)

(T)

**Company** – Broadwing Communications, LLC, sometimes referred to as a carrier.

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**Completed Calls** - calls answered at the distance end. If a customer is charged for an incomplete call, the Company will issue a one minute credit upon the customer's request.

**Custom Account Coding** - key, legend or table created by the customer for a unique project or account numbers for its private use.

**Customer** - the person, firm, corporation or other entity that orders or uses service and is responsible for payment of the rates and charges under a contract or this tariff.

**Customer Premises Equipment** - communications equipment located at the customer's premises. Such equipment may be provided by the customer or by The Company.

**Day Rate Period** - unless otherwise specified in this tariff, the Day Rate Period applies during the hours of 8:00 a.m. to, but not including 5:00 p.m., Monday through Friday.

**Dedicated Port** - a port on reseller's switch which is dedicated, at extra charge, to customer's exclusive use, and which is connected to the customer's premises by a private line furnished by the customer or the customer's serving local exchange company.

**Delinquent or Delinquency** - an account for which a bill or payment agreement for services or equipment has not been paid in full on or before the due date. Amounts due and unpaid after the due date may be subject to a late payment charge.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

(T)

**1.1 Definitions:** (Cont'd)

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**Message** - a completed telephone call by a customer or end user.

**Network Terminal** - any location where the Company provides services described herein.

**Night/Weekend Rate Period** - unless otherwise specified in this tariff, the Night/Weekend Rate Period applies during the hours of 11:00 p.m. to, but not including 8:00 a.m., Monday through Friday; all day Saturday; and from 8:00 a.m. to, but not including 5:00 p.m. Sunday.

**Normal Business Hours** - the hours of 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays.

**Physical Change** - the modification of a circuit, dedicated access line, or port at the request of the customer requiring an actual material change.

**Post-engineering** - After provisioning of service elements.

**Pre-engineering** - Prior to provisioning of service elements.

**Premises** - the space occupied by an individual customer in a building, in adjoining buildings occupied entirely by that customer, or on contiguous property occupied by the customer separated only by a public thoroughfare, a railroad right of way or a natural barrier.

**Rate** - money, charge, fee or other recurring assessment billed to customers for services or equipment.

**Residential Customer** - For the purpose of this tariff, a Residential Customer is a Customer of the Company whose primary use of the Company's service is for personal use in a house, apartment or other residential dwelling. A Residential Customer is also a Customer who accesses the Company's service using an access line that has not been assigned a business class of service by the local service provider.

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Definitions:** (Cont'd)

(T)

**Suspension** - temporary disconnection or impairment of service which disables either outgoing or incoming toll communications services provided by the Company.

**Speed Number** - a signaling arrangement by which a customer may elect to dial a pre-programmed four-digit number in place of a designated ten-digit number.

**Terminal Equipment** - telephone instruments, including pay telephone equipment, the common equipment of large and small key and PBX systems and other devices and apparatus, and associated wiring, which are intended to be connected electrically, acoustically or inductively to the telecommunication system.

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**United States** - the forty-eight contiguous United States and the District of Columbia.

**Validated Account Codes** - account codes that have restricted access.

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## SECTION 2 - REGULATIONS

### 2.1 Undertaking of the Company

The Company provides long distance message telecommunications service to customers for their direct transmission of data and other types of telecommunications. (C)

The Company may act as the customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The customer shall be responsible for all charges due for such service arrangements. (C)

The Company's services are provided on a monthly basis, unless otherwise stated in this tariff. Services are available twenty-four (24) hours per day, seven (7) days per week.

### 2.2 Limitations on Service

**2.2.1** Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff.

**2.2.2** The Company reserves the right to discontinue furnishing service upon written notice, when necessitated by conditions beyond its control or when the customer is using the service in violation of the provisions of this tariff or in violation of the law.

**2.2.3** To the extent that any conflict arises between the terms and conditions of a service agreement or other contract and the terms and conditions of this tariff, the tariff shall prevail.

**2.2.4** Title to all equipment provided by the Company under this tariff remains with the Company.

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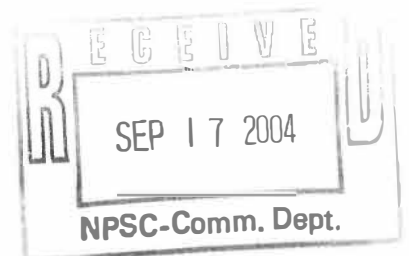
NEO2020-01

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**SECTION 2 - REGULATIONS** *continued***2.4 Limitation of Liability** *continued*

2.4.7 NOTWITHSTANDING ANY OTHER PROVISION HEREOF, NEITHER PARTY SHALL BE LIABLE TO THE OTHER PARTY OR ANY THIRD PARTY FOR THE INDIRECT CONSEQUENTIAL, INCIDENTAL RELIANCE, SPECIAL, EXEMPLARY OR PUNITIVE DAMAGES (INCLUDING BUT NOT LIMITED TO DAMAGES FOR LOST PROFITS, LOST REVENUES OR COST OF PURCHASING REPLACEMENT SERVICES) ARISING OUT OF OR RELATING TO SERVICES PROVIDED UNDER THIS TARIFF. ADDITIONALLY, SUPPLIER SHALL NOT BE LIABLE TO THE CUSTOMER FOR ANY ACTUAL DAMAGES IN EXCESS OF THE AGGREGATE AMOUNT THE SUPPLIER HAS PRIOR TO SUCH TIME COLLECTED FROM THE CUSTOMER WITH RESPECT TO SERVICES DELIVERED HEREUNDER.

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Issued: September 17, 2004

Effective:

September 28, 2004

By: Karen T. Hanson, National Director - Regulatory Affairs  
Broadwing Communications, LLC  
1122 Capital of Texas Highway South  
Austin, Texas 78746

NEO0402



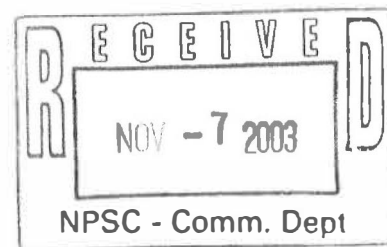
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**SECTION 2 - REGULATIONS** *continued*

**2.9 Taxes and Fees**

- 2.9.1** All state and local taxes (e.g., gross receipts tax, sales tax, municipal utilities tax) are not included in the rates under this tariff, but shall be listed as separate line items on the customer's bill.
- 2.9.2** To the extent that a municipality, other political subdivision or local agency of government, or commission imposes and collects from the Company a gross receipts tax, occupation tax, license tax, permit fee, franchise fee, or regulatory fee, such taxes and fees shall, as allowed by law, be billed pro rata to the customer receiving service from the Company within the territorial limits of such municipality, other political subdivision or local agency of government.
- 2.9.3** Service shall not be subject to taxes for a given taxing jurisdiction if the customer provides the Company with written verification, acceptable to the Company and to the relevant taxing jurisdiction, that the customer has been granted a tax exemption.
- 2.9.4** The Company may adjust its rates or impose additional rates on its customer to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others. The Company may also adjust its rates or impose additional rates to cover the administrative cost of collecting such charges or paying compensation to other entities. Examples of such programs include, but are not limited to, the Universal Service Fund (USF) and compensation to pay telephone service providers for the use of their pay telephones to access the Company's services.

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**SECTION 5 - MISCELLANEOUS SERVICES****5.1 Start of Billing**

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For billing purposes, the start of service is the day following acceptance by the customer of the Company's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 2 of this tariff.

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**5.2 Interconnection**

Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to the technical limitations established by the Company. Service technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking with such other carriers. Any special interface equipment of the Company and other participating carriers shall be provided at the customer's expense.

Interconnection with the facilities or services of other carriers shall be under the applicable terms and conditions of other carriers' tariffs. The customer is responsible for taking all necessary legal steps for inter connecting its customer-provided terminal equipment or communications systems with the Company's. The customer shall secure all licenses, permits, right-of-ways, and other arrangements necessary for such interconnection.

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**SECTION 5 - MISCELLANEOUS SERVICES****5.3 Terminal Equipment**

The Company's service may be used with or terminated in customer provided terminal equipment or customer provided communication systems, such as teleprinter, handsets, or data sets. Such terminal equipment shall be furnished and maintained at the expense of the customer, except as otherwise provided. The customer is responsible for all costs at its premises, including customer personnel, wiring, electrical power, and the like incurred in its use of the Company's service.

The customer shall ensure that its terminal facilities are of the proper mode, band-width, power, data, speed, and signal level for the intended use of the customer, and that the signals do not damage the Company's equipment, injure personnel or degrade service to other customers.

If the customer fails to maintain and operate its terminal equipment properly, resulting in the occurrence or possibility of harm to the Company's equipment or personnel, or impairment to the quality of service to other customers, the Company may, upon written notice, require the use of protective equipment at the customer's expense. If this fails to produce satisfactory quality and safety of service, the Company may, upon written notice, terminate the customer's service.

**5.4 Special Service Arrangements**

Special Service Arrangement charges will be based on the estimated cost of furnishing such services including the cost of operating and maintaining such a service, the cost of equipment and materials used in providing such a service, the cost of installation including engineering, labor supervision, transportation, and the cost of any other specific item associated with the particular Special Service Arrangement request.

**5.5 Availability of Service**

Carrier offers interexchange telecommunications service within its Service Area to Customers, subject to the terms and conditions of a Service Agreement and this tariff. Service is available twenty-four (24) hours per day, seven (7) days per week.

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**SECTION 5 - MISCELLANEOUS SERVICES****5.6 Private Line Services**

**Effective June 1, 2025, Private Line Services will no longer be available to new customers or for new orders from existing customers, including any Moves, Adds or Changes. Customers with services under existing contracts will continue to be supported as required until the expiration of the contract. Contracts will not be renewed. Service terms will expire at the end of the current applicable service term** (N)

The Company provides interstate Private Line Service to Customers with transmission speeds ranging from 64 Kbps to 1.544 Mbps. Private Line Services are offered on a point-to-point basis. Each Private Line Service is dedicated to the Customer and the entire usable bandwidth for each service is available to the Customer for their exclusive use.

**5.6.1 Two Point Service - GRANDFATHERED** (C)

Two Point Service allows two Customer designated locations to be connected by one Private Line Service. The service terminated at both locations must be the same speed and the same capacity.

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**SECTION 5 - MISCELLANEOUS SERVICES**

**5.6 Private Line Services - GRANDFATHERED *continued*** (C)

**5.6.2 Application of Rates**

**A. Recurring Charges**

Recurring charges for Private Line Services vary based on the capacity of service, the distance of service, the term plan selected and the monthly revenue commitment made by the Customer. Unless otherwise stated in the description associated with the rate element in this tariff, Private Line Service recurring charges are applied on a circuit basis, per DS0 equivalent. A minimum circuit charge applies which varies by circuit bandwidth.

**B. Nonrecurring Charges**

Nonrecurring Charges (NRC) are one-time only charges. NRC's may be waived for certain promotions and under the specific terms of individually negotiated contract services.

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**SECTION 5 - MISCELLANEOUS SERVICES**

**5.6 Private Line Services - GRANDFATHERED**

(C)

**5.6.2 Application of Rates (Cont'd)**

**C. Pass-Through Charges**

All charges incurred by the Company on the Customer's behalf from any Local Exchange Carrier, Competitive Access Provider or Competitive Local Exchange Provider will be directly passed on the Customer. Cross-Connect Charges apply to Company facilities that are connected by the Company to other carriers or Customer interconnect/collocation facility within the same Point of Presence.

Notes

1. All charges incurred by Supplier on Customer's behalf from any Local Exchange Carrier, Competitive Access Provider or Competitive Local Exchange Carrier will be directly passed on to the Customer.
2. Service not described above will be considered special handling and charges will be assessed on an Individual Case Basis (ICB).
3. All of the above changes are subject to changes with a 30 day notice.
4. All Private Line ancillary service charges to cities not listed will be priced on an individual case basis and will be subject to the terms and charges of the underlying carrier.

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**SECTION 5 - MISCELLANEOUS SERVICES**

**5.6 Private Line Services - GRANDFATHERED**

(C)

**5.6.2 Application of Rates (Cont'd)**

**D. Interconnect Charges**

Interconnect Charges apply to connections between the Company's POPs in the same city or between the Company's suite to another suite in the same building. Since costs vary widely by location, the interconnect charges specified in this tariff are the minimum amount that will be charged monthly. All interconnect, construction charges and individual case basis charges incurred by the Company will be passed through to the Customer. Interconnect arrangements are subject to the continuing economic availability of the necessary facilities and equipment.

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**SECTION 5 - MISCELLANEOUS SERVICES**

**5.6 Private Line Services - GRANDFATHERED**

(C)

**5.6.2 Application of Rates (Cont'd)**

**E. Order Cancellation Policy**

The Company will provide an order confirmation after the Customer places an order for service. If the Customer changes the order, a change order charge will apply based on the scope of the change. If the Customer cancels the order, the Customer must reimburse the Company for all costs incurred to that point. The Customer must notify the Company of service date changes 45 days prior to the due date. Service date changes may be extended by the Customer a maximum of thirty days from the due date.

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## SECTION 5 - MISCELLANEOUS SERVICES

### 5.6 Private Line Services - GRANDFATHERED (Cont'd)

(C)

#### 5.6.3 Service Descriptions

Private Line Service allows the Customer to connect two locations with private dedicated service at one of a number of transmission speeds.

##### A. DS0 Service

DS0 Service is a dedicated digital channel with line speeds of 2.4, 4.8, 9.6, 56 or 64 Kbps.

##### B. DS1 Service

DS1 Service is a dedicated, high capacity channel with a line speed of 1.544 Mbps. DS1 Service has the equivalent capacity of 24 Voice Grade services or 24 DS0 services.

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**SECTION 5 - MISCELLANEOUS SERVICES**

**5.6 Private Line Services - GRANDFATHERED (Cont'd) (C)**

**5.6.4 Rate Schedules**

All Private Line Services rates and charges are priced on an Individual Case Basis ("ICB").

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**SECTION 5 – MISCELLANEOUS SERVICES *continued*****5.6 Telecommunications Service Priority****5.6.1 General**

- A. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

NS/EP services are defined as those telecommunications services which are used to maintain a state of readiness or respond to and manage any event or crisis which causes or could cause injury or harm to the population, damage or loss to property, or degrades or threatens the NS/EP posture of the United States.

TSP restoration and/or provisioning shall be provided in accordance with Part 64, Appendix A of the Federal Communications Commission's Rules and Regulations (47 C.F.R.), and the "Service Vendor Handbook For The Telecommunications Service Priority (TSP) Program" and the "Service User Manual for the Telecommunications Service Priority (TSP) System" (NCS Manual 3-1-1) (Service User Manual) issued and updated as necessary by the Office of Priority Telecommunications (OPT) of the National Communications System. Any changes to or reissuance of these regulations or manuals supersede tariff language contained herein.

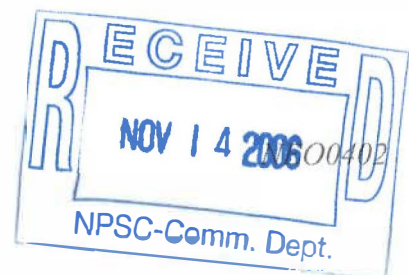
- B. The TSP program has two components, restoration and provisioning.
1. A restoration priority is applied to new or existing telecommunications services to ensure restoration before any other services during a service outage. TSP restoration priorities must be requested and assigned before a service outage occurs.

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**SECTION 5 - MISCELLANEOUS SERVICES *continued***

**5.6 Telecommunications Service Priority *continued***

**5.6.1 General *continued***

**B. (continued)**

2. A provisioning priority is obtained to facilitate priority installation of new telecommunications services during a service outage. Provisioning on a priority basis becomes necessary when an end-user has an urgent requirement for a new NS/EP service that must be installed immediately or by a specific due date that can be met only by a shorter than standard or expedited Company provisioning time frame. As a matter of general practice, existing TSP services will be restored before provisioning new TSP services.

**5.6.2. TSP Request Process**

**A. Restoration**

To request a TSP restoration priority assignment, a prospective TSP user must:

1. Determine that the user's telecommunications service supports an NS/EP function under one of the following four TSP categories.

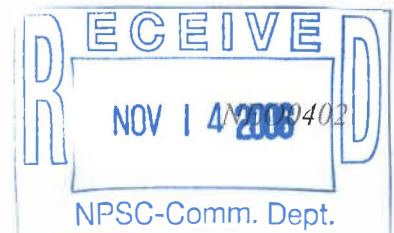
National Security Leadership  
National Security Posture and U.S. Population Attack Warning  
Public Health, Safety, and Maintenance of Law and Order  
Public Welfare and Maintenance of National Economic Posture

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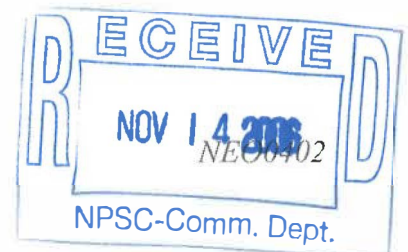
**SECTION 5 - MISCELLANEOUS SERVICES** *continued***5.6 Telecommunications Service Priority** *continued***5.6.2. TSP Request Process** *continued***A. Restoration** *continued*

2. Identify the priority level to be requested for the telecommunications service. The priority level is determined by the end-user's TSP category and service profile. The service profile defines the user's level of support to the portion of the telecommunications service that the user owns and operates, such as Customer premises equipment or wiring. The five levels of priority and seven element groups that define the service profile are contained in the Service User Manual.
3. Complete the TSP Request for Service Users form (SF 315) available on the National Communications System (NCS) website (<http://tsp.ncs.gov/>).
4. For non-federal users, have their TSP requests approved by a federal agency sponsor. Non-federal users should contact the OPT, at the NCS website (<http://tsp.ncs.gov/>), for information on identifying a sponsor for TSP requests.
5. Submit the SF 315 to the OPT.
6. Upon receipt of the TSP Authorization Code from the OPT, notify the Company, and include the TSP Authorization Code in any service order to the Company requesting restoration of NS/EP services.

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**SECTION 5 - MISCELLANEOUS SERVICES *continued*****5.6 Telecommunications Service Priority *continued*****5.6.2. TSP Request Process *continued*****B. Provisioning**

To request a TSP provisioning priority assignment, a prospective TSP user must follow the same steps listed in 5.6.2.A. above for restoration priority assignment except for the following differences. The user should:

Certify that its telecommunications service is an Emergency service. Emergency services are those that support one of the NS/EP functions listed in 5.6.2.A.1 and are so critical that they must be provisioned at the earliest possible time, without regard to cost to the user.

Verify that the Company cannot meet the service due date without a TSP assignment.

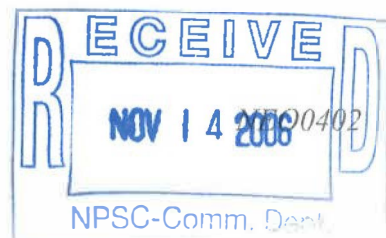
Obtain approval from the end-user's invocation official to request a provisioning priority. Invocation officials are designated individuals with the authority to request TSP provisioning for a telecommunications service, and include the head or director of a federal agency, commander of a unified/specified military command, chief of a military service, commander of a major military command, or state governor.

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**SECTION 5 - MISCELLANEOUS SERVICES *continued*****5.6 Telecommunications Service Priority *continued*****5.6.3 Responsibilities of the End-User**

End-users or entities acting on their behalf must perform the following:

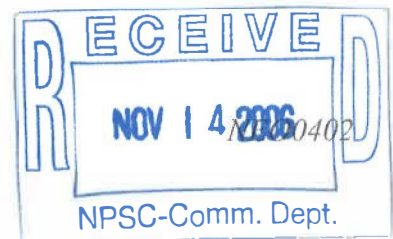
- A. Identify telecommunications services requiring priority.
- B. Request, justify, and revalidate all priority level assignments. Revalidation must be completed every 2 years, and must be done before expiration of the end-user's TSP Authorization Code(s).
- C. Accept TSP services by the service due dates.
- D. Have Customer Premises Equipment (CPE) and Customer Premises Wiring (CPW) available by the requested service due date and ensure (through contractual means or otherwise) priority treatment for CPE and CPW necessary for end-to-end service continuity.
- E. Pay the Company any authorized costs associated with priority services.
- F. Report to the Company any failed or unusable services with priority levels.
- G. Designate a 24-hour point of contact for each TSP request and apprise the OPT.
- H. Cooperate with the OPT during reconciliation (comparison of NS/EP service information and resolution of any identified discrepancies) and revalidation.

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**SECTION 5 - MISCELLANEOUS SERVICES *continued*****5.6 Telecommunications Service Priority *continued*****5.6.4 Responsibilities of the Company**

The Company will perform the following:

- A. Provide TSP service only after receipt of a TSP authorization code.
- B. Revoke TSP services at the direction of the end-user or OPT.
- C. Ensure that TSP Program priorities supersede any other telecommunications priority that may be provided (other than control services and order wires).
- D. Designate a 24-hour point of contact to receive reports of TSP service outages from TSP service users.
- E. Designate a 24-hour point of contact to coordinate TSP processes with the OPT.
- F. Confirm completion of TSP service order activity to the OPT.
- G. Participate in reconciliation of TSP information at the request of the OPT.
- H. Ensure that all subcontractors complete reconciliation of TSP information with the service vendor.
- I. Ensure that other carriers supplying underlying facilities are provided information necessary to implement priority treatment of facilities that support NS/EP services.
- J. Assist in ensuring that priority level assignments of NS/EP services are accurately identified "end-to-end" by providing to subcontractors and interconnecting carriers the restoration priority level assigned to a service.

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**SECTION 5 - MISCELLANEOUS SERVICES *continued*****5.6 Telecommunications Service Priority *continued*****5.6.4 Responsibilities of the Company *continued***

- K. Disclose content of the NS/EP TSP database only as may be required by law.
- L. Comply with regulations and procedures supplemental to and consistent with guidelines issued by the OPT.

**5.6.5 Preemption**

When spare facilities are not available, it may be necessary for the Company to preempt the facilities required to provision or restore a TSP service. When preemption is necessary, non-TSP services may be preempted based on the Company's best judgment. If no suitable spare or non-TSP services are available, the Company may preempt an existing TSP service to restore a TSP service with a higher restoration priority assignment. When preemption is necessary, prior consent of the service user whose service will be preempted is not required; however, the Company will make every reasonable effort to notify the preempted.

**5.6.6 Rates and Charges**

	<u>Non-Recurring Charge</u>	<u>Monthly</u>
TSP Provisioning Priority, per circuit	\$150.00	\$NA
TSP Restoration Priority, per circuit	\$150.00	\$30.00

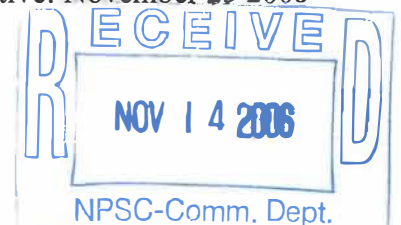
Other applicable rates to above TSP charges:

- 1) In addition to the TSP charges, Broadwing will pass through any and all off-net (local loop or long-haul) charges. This includes service charges, expedite fees and special off-net TSP charges.
- 2) The Broadwing TSP charges are in addition to any and all standard Broadwing transport or services charges.
- 3) If a customer is ordering both Provisioning and Restoration Priority, both TSP charges apply.

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