GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC.

GENERAL EXCHANGE

REGULATIONS AND SCHEDULES OF CHARGES

APPLYING TO

INTRASTATE SERVICE

WITHIN THE

THE STATE OF NEBRASKA

EXPLANATION OF SYMBOLS

(C) - Changed Rate or Regulation
(D) - Discontinued Rate or Regulation
(N) - New Rate or Regulation
(T) - Change in Text

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BY: Vice President
4001 Rodney Parham Road
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Issued: November 14, 2007  
BY: Vice President  
4001 Rodney Parham Road  
Little Rock, Arkansas 72212  

Effective: November 26, 2007  
NPSC-Comm. Dept.
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Issued: April 21, 2009

BY: Vice President

4001 Rodney Parham Road

Little Rock, Arkansas 72212

Effective: May 1, 2009
## GENERAL EXCHANGE TARIFF

### WINDSTREAM OF THE MIDWEST, INC.

#### GENERAL INDEX

*First Revised Sheet 7*

*Replaces Original Sheet 7*

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Issued: November 14, 2007

BY: Vice President

4001 Rodney Parham Road

Little Rock, Arkansas 72212

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Effective: November 26, 2007

NPSC-Comm. Dept.
GENERAL

1. The rules and regulations specified herein apply to telephone service and to any associated equipment or facilities furnished by the Company and are in addition to the rules and regulations contained in the various sections of the General Exchange Tariff.

2. For purposes of this tariff all references to equipment or telephone equipment shall refer to Company central office equipment and/or outside plant equipment. All references to apparatus or instruments shall refer to customer premise terminal equipment which the FCC has ordered to become deregulated effective January 1, 1988.

OBLIGATIONS AND LIABILITY OF THE SUBSCRIBER

1. The Company's equipment and lines furnished shall be used carefully and cared for by the subscriber, and shall be surrendered to the Company upon termination of the subscriber's right of use in as good condition as when received, ordinary wear and tear alone excepted.

2. The subscriber is liable for and shall reimburse the Company for the cost of replacement, installation or repair of any facility or equipment subscribed to by him which is lost or damaged for any reason or cause whatsoever, including but not limited to theft, vandalism, negligence or willful injury.

3. In the event that the subscriber provides, maintains or attempts to maintain inside wire, the subscriber assumes the risk of loss of service, damage to property or death to or injury of the subscriber. The subscriber will save the Company harmless from any and all liability, claims or damages arising out of the subscriber's wire provision or maintenance activity.

4. The subscriber shall notify the Telephone Company in writing or by telephone within 180 days after a bill is rendered if they have any objections to the billed charges. If the subscriber does not notify the Telephone Company within 180 days after the bill is rendered, the subscriber shall relinquish the right to dispute the billed charges.
OBLIGATIONS AND LIABILITY OF THE COMPANY

1. The Company's willingness to furnish local exchange service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, buried and underground facilities, circuits and equipment.

2. The liability of the Company, if any, for any loss or damage arising from any act, omission, mistake, interruption or delay, or defect in transmission in the course of furnishing services or facilities which is not caused by the negligence or willful act of subscriber, shall not exceed an amount equivalent to the proportionate charge to the subscriber for the period of service during which the event creating liability occurs. All claims or suits of subscriber or any others are subject to this limitation. This liability for damages shall be in addition to any amounts that may otherwise be due the subscriber under this tariff as a credit allowance for interruption of service.

3. When the facilities or equipment of other telephone companies are used in connecting points not reached by the Company's lines, the Company is not liable for any act or omission of the other company or companies. Further, in no case shall such other telephone companies be liable to subscribers or any third parties for any indirect, special, or consequential damages, including, but not limited to, economic loss or lost revenues or profits, whether foreseeable or not, and regardless of notification of the possibility of such damage.

4. The Company shall not be liable for any accident or injury occasioned by apparatus or equipment provided by it when such accident or injury is not due to the negligence of the Company.

5. The Company shall make all reasonable efforts to prevent, and where applicable, repair interruptions in service, but does not guarantee the uninterrupted working of its lines or equipment. The Company shall provide allowance for interruption in service when such interruption shall have continued for a period of more than twenty-four (24) hours after detected by or reported to the Company. However, when interruption is not due to the Company's negligence or willful act, (e.g., widespread disaster) allowance shall be provided only if the interruption shall have continued for a period of seven (7) days after detected by or reported to the Company. An adjustment in charges or a refund to the subscriber based upon a pro rata portion of the monthly service and equipment rental charge for the period of interruption shall be made by the Company as allowance becomes due. Adjustments in charges for interruptions reported to the Company that shall have continued for periods less than those described shall be made at the Company's discretion as circumstances warrant. No allowance shall be made for interruption due to negligence or willful conduct on the part of the subscriber.

6. The Company shall not be liable for damages to premises resulting from placement or removal of the Company's equipment and associated wiring on such premises when such damage is not caused by the Company's negligence.
OBLIGATIONS AND LIABILITY OF THE COMPANY (Cont'd)

6. The Company shall not be liable for damages associated with subscriber-provided equipment used in connection with Company's services unless the contributing cause is the Company-provided connection arrangement. See Section 26.

7. The subscriber shall indemnify, defend and save Company harmless against claims for libel, slander, infringement of copyright arising from the use of material transmitted over its facilities, or infringement of patents arising from combining with or using in connection with the facilities of the Company, apparatus or systems of the subscriber. Further, subscriber shall indemnify, defend and save the Company harmless against all other claims arising out of any act or omission of the subscriber in connection with the services or facilities provided by the Company.

8. THE REMEDIES PROVIDED TO THE SUBSCRIBERS IN THIS SECTION SHALL CONSTITUTE AND BE SUBSCRIBER'S EXCLUSIVE REMEDY. IN NO EVENT SHALL COMPANY BE LIABLE TO SUBSCRIBER FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO ECONOMIC LOSS OR LOST BUSINESS OR PROFITS.

9. If the Telephone Company discovers an overbilling error, a refund will be made of the full amount of excess charges for a 24-month period when such amount can be determined. When the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a 24-month period.

ALLOWANCE FOR FAILURE OF SERVICE

1. The Company does not guarantee the uninterrupted working of its lines or equipment. No reduction from the exchange service charge shall be made for interrupted service unless the interruption shall have continued for a period of more than twenty-four hours after the Company shall have received notice of the interruption.

2. In case of widespread disaster, resulting in interruption to the service, no reduction from the exchange charge shall be made unless the same shall have continued for a period of more than one week. In no case shall the adjustment of charges exceed the exchange rental charges for the equipment which has been rendered inoperative or for the expired time in which the equipment has been inoperative.

3. See also Section 26 of this tariff.

CHANGE OF NUMBER

1. The Company does not guarantee the continued use of any telephone number to any subscriber and reserves the right to change any number at any time in order to meet service requirements.
SECTION 1

DEFACEMENT OF PREMISES

1. No liability shall attach to the Company by reason of any defacement or damage to the subscriber's premises resulting from placing the Company's equipment and associated wiring on such premises, or by the removal thereof, when such defacement or damage is not the result of negligence on the part of the Company or its employees.

DEFAULT OF PAYMENT OR VIOLATION OF REGULATIONS

1. Failure to receive a bill does not exempt the subscriber from prompt payment of his account. The subscriber is held responsible for all charges for exchange service, toll service, and facilities furnished at his request, including charges for toll messages received at his station or stations on which charges have been reversed. All charges due by the subscriber are payable at the Telephone Company's business office or at an agency duly authorized to receive such payment. Bills shall be due and payable upon receipt and shall be considered delinquent twenty (20) days after the date of mailing.

2. In the event of default of payment of any sum due for either exchange or toll service, or both, the use of foul or profane language, the impersonation of any other person with fraudulent intent, listening on party line conversations or any other violation of the Company's regulations, the Company may either suspend or discontinue the service.

3. In signing a contract for telephone service the subscriber agrees that after five (5) days written notice from the Company to the subscriber the Company may terminate the contract and discontinue telephone service thereunder upon the failure of the subscriber to pay any amounts then due and owing from the subscriber to the Company for telephone service rendered to the subscriber under any other contract or contracts for telephone service to which this subscriber was a party or for which amounts this subscriber was legally responsible, even though the contract on said other telephone service was not in the name of this subscriber.

DIRECTORY RESPONSIBILITIES AND OWNERSHIP

1. The telephone directory is published for the convenience of subscribers, and every possible precaution is taken by the Company to prevent errors and omissions therein; however, they may occasionally occur, and when such is the case the Company, except as provided herein, shall not be liable for damages claimed on account of errors or omissions from its directories or for the result of the publication of such errors in its directories or the directories of others, nor will the Company be a party to controversies arising between subscribers or others as a result of listings published in directories. Claims for damages due to errors or omissions in directory listings shall be limited to a pro rata abatement of the charge for such of the subscriber's service as is affected, the maximum abatement in no event to exceed one-half of the rental charges for the period from the date of issuance of the directory in which the mistake or omission occurred to the date of issuance of a new directory containing the proper listing.

Issued: July 27, 2006  Effective: August 7, 2006

BY:  Vice President
     4001 Rodney Parham Road
     Little Rock, Arkansas  72212
DISCONNECTION OR SUSPENSION OF TELEPHONE SERVICE

Telephone service is subject to disconnection or suspension for any of the reasons listed below.

1. The Company may disconnect without notice any service which is used in such a manner as to interfere with the service of other telephone users or that is used for any purpose other than as a means of communication. In the case of such disconnection, the Company shall immediately notify the telephone subscriber thereof.

2. When the general telephone service to the public is impaired by a customer's use of exchange telephone service, the Company shall have the right to require the customer to contract for and properly man as many additional telephone lines as are needed to adequately serve the customer's requirements, or to discontinue the service of the customer in question.

3. Nonpayment of an Undisputed Delinquent Account. Your service will not be suspended or discontinued for nonpayment of a delinquent charge until the Company has notified you in writing at least five days in advance of the suspension or discontinuance.

4. Unauthorized use of telephone utility equipment in manner which creates an unsafe condition or creates the possibility of damage or destruction to such equipment.

5. Refusal after reasonable notice to permit inspection, maintenance, or replacement of telephone utility equipment.


7. Failure to post a required deposit or guarantee.

8. Failure to comply with terms of a settlement agreement.

9. Failure to obtain the Telephone Company's permission to connect terminal equipment or protective circuitry to the Telephone Company's facilities.

10. For the unauthorized use of any service listed in this tariff for the purpose of allowing the subscriber or any other telephone user to avoid usage, message, toll or other charges that would otherwise be applicable.

11. As provided by State or Federal Law.

EXTENDED AREA SERVICE

1. Applications for extended area service shall be handled as provided for under Nebraska Public Service Commission Rule No. 28, entered January 10, 1972.
RULES AND REGULATIONS

INCOMING AND OUTGOING SERVICE PRIVILEGES

1. The Local and General Exchange Tariffs of the Company govern and fix the outgoing service of a subscriber and in no manner guarantee to him the same incoming services. All incoming service of a subscriber depends upon and is limited by the right of a calling subscriber to such services.

INSTALLMENT BILLING FOR NONRECURRING CHARGES

1. Nonrecurring charges for service provided or work performed by the Company (including, but not limited to, Service Charges, installation and special construction charges) are normally payable in full upon presentation of the bill. Where both the Company and the customer agree, a nonrecurring charge may be paid in consecutive monthly installments. Installation charges may be paid in full at the time of installation or may be deferred to a date not to exceed more than 60 days from the date of installation. This optional payment plan may be used only when installation charges exceed the current Service Ordering Charge and Central Office Line Charge for new customer installation as defined in Section 9 of this tariff for any one particular order. If a customer shall fail to pay any of the installments when due, the Company may, at its option, declare the unpaid balance accrued thereon immediately due and payable. Upon such default, the Company may exercise any and all remedies available to it by law, including the right to terminate telephone service.

2. Customers receiving telephone service through the Link Up Nebraska Program may defer payment of their installation charges and/or service deposits for a period not to exceed four months.
RULES AND REGULATIONS

LIMITATION OF SERVICE OFFERING

1. Whenever the facilities available for new customers are insufficient to furnish service to all who may apply, available facilities will be devoted to furnishing service to applicants in each exchange in the following order:
   a. Applicants entitled to priority under any order, regulation, or other requirement of the federal government or any agency thereof.
   b. Applicants for change of address for business service within the same exchange.
   c. Applicants for change of address for residence service within the same exchange.
   d. Applicants for new business service and additions to existing business service.
   e. Applicants for new residence service.

OBLIGATION TO FURNISH SERVICE

1. The Company's obligation to furnish service or to continue to furnish service is dependent on its ability to obtain, retain and maintain suitable rights and facilities, and to provide for the installation of those facilities required incident to the furnishing and maintenance of that service.

2. The Company's obligation to furnish service may be dependent on its ability to enter into reasonable agreements with Incumbent Local Exchange Carriers for the resale of their service offerings and for the purchase of their unbundled network elements.
RULES AND REGULATIONS

PROTECTION OF CONSTRUCTION AGAINST OTHER USERS OF PREMISES

1. The subscriber shall protect the construction of the Company used to render the service to him against other users of his property, when, in the judgment of the Company, such other uses would impair its service or constitute a hazard to its property or to the safety of its employees.

RIGHT OF OBSERVATION

1. The Company reserves the right to make observation for the purpose of improving the service by detecting mechanical trouble, annoyances caused by the subscriber, or improper use of the service by the subscriber.

TRANSMISSION OF MESSAGES

1. The function of the Company is to furnish means of communication between telephone stations. Acceptance, by employees, of written or verbal communications from the public for transmission or delivery is forbidden.

UNAUTHORIZED ATTACHMENTS OR CONNECTIONS

1. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or connected with facilities furnished by the Company, whether physically, by induction, or otherwise, except as provided in Section 28 of this tariff, Part 68 of the FCC Rules and Regulations or through interconnection agreements with other carriers, entered into with Windstream of the Midwest, Inc. In case any such unauthorized attachment or connection is made, the Company shall have the right to disconnect the same, or to suspend the service during the continuance of said attachment or connection, or to terminate the service.

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USE OF SERVICE FOR UNLAWFUL PURPOSES

1. Local exchange service, toll service, and all other services and facilities, are furnished subject to the condition that such services or facilities shall not be used for any unlawful purpose. Service will be discontinued upon five days written notice, if any law enforcement agency, acting within its jurisdiction, advises the Company that such service is or will be used in violation of law. If the Company receives evidence giving reasonable cause to believe that any service or facility is or will be so used, upon five days notice, it will either deny or suspend the service or facility or refer the matter to the appropriate law enforcement agency.

ABUSE OR FRAUDULENT USE OF SERVICE

1. The Company reserves the right to discontinue or to deny service because of the misuse or the fraudulent use of service. Misuse or fraudulent use of service includes the use of service or facilities of the Company to transmit a message, or to locate a person, or otherwise to give or to obtain information without the payment of a message toll charge.

PAYMENTS TO MUNICIPALITIES

1. When certain taxes or fees, such as occupation taxes, license taxes, permit or franchise fees, are imposed upon the Company by a city, town or village in a telephone rate group having more than one exchange, such tax or fee shall, insofar as practicable, be billed in equal proportion to the telephone subscribers within the corporate boundaries of the municipality involved.

FACILITIES FURNISHED TO THE ARMED FORCES

1. Our Armed Forces or other Governmental agencies may require communication facilities that are unusually complex, or that exceed in magnitude those facilities regularly offered for commercial telephone service, or that are required in locations remote from existing facilities. Since such facilities must be designed to suit the particular requirements and conditions involved in each instance, appropriate rates and charges will be developed to cover the applicable costs.

IMPROPER USE OF SERVICE

1. Use of Profane Language, Impersonation of Another, Nuisance Calls and Interference with the Service of Other Subscribers.

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

2. Unauthorized Use of Service

No subscriber may use any service listed in any part of this Tariff, including but not limited to such call management features as the various call forwarding features, for the purpose of allowing the subscriber or any other telephone user to avoid usage message, or toll charges, whether flat rated or usage based, that would otherwise be applicable.
GENERAL EXCHANGE TARIFF
WINDSTREAM OF THE MIDWEST, INC.

RULES AND REGULATIONS

BROADCAST OF RECORDED CONVERSATIONS

The provisions of the paragraph relating to Unauthorized Attachments or Connections preceding shall not apply to the broadcasting of a recording of a telephone conversation during the period of recording, provided that in the interest of protecting the privacy of telephone service, the recording is made in accordance with General Exchange Tariff, Section 26, Equipment for Recording Conversations.

SPECIAL SERVICE ARRANGEMENTS

(1) The rates and charges applying to telephone service and to any equipment and facilities, contemplate standard equipment and arrangements. Special equipment and arrangements are furnished only at the subscriber's request. In the event that special equipment or arrangements are provided, the charges will be determined from the estimated cost of providing such equipment or arrangement as outlined below.

(2) Estimated cost consists of an estimate of the following items to the extent that they are applicable:

(a) Cost of maintenance.

(b) Cost of operation.

(c) Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

(d) Administration, taxes, and uncollectible revenue on the basis of reasonable average charges for these items.

(e) Any other specific items of expense associated with the particular situation.

(f) A reasonable amount, computed on the estimated cost installed of any facilities provided, for return and contingencies.

(3) Estimated cost installed as mentioned in (c) and (f) above includes cost of equipment and materials specifically provided or used, including backup parts of facilities required to maintain uninterrupted service, plus the estimated cost of installing, including engineering, labor, supervision, transportation, rights of way, and any other items which are chargeable to the capital accounts.

(4) Billing for Special Service Arrangements will be conducted on a contractual basis.

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Little Rock, Arkansas  72212
RULES AND REGULATIONS

WIRING, INSIDE STATION

1. General

The Company is responsible for making all connections at the protector or providing a facility to permit customer connection with new inside station wiring at a demarcation point. Nothing contained herein shall require or necessitate changes or modifications to telephone utility connections with existing inside station wiring.

2. Distribution Cable—when applicable

A. Within Buildings

Cable entering a multi-tenant building and serving more than one individual customer within that building shall not constitute existing inside station wiring. This cable shall be considered distribution cable and remain the property and responsibility of the Company.

B. Between Buildings

Where the Company has existing cable between two or more buildings on the same premises, the cable is considered distribution cable. An individual customer may, however, without limitation, provide cable between two or more buildings on the same premises.

AMERICAN RECOVERY AND REINVESTMENT ACT OF 2009 (ARRA)

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

1. This group includes newcomers to the community and also those persons residing in the community who have not previously received telephone service, as well as those who have, at some time in the past, been subscribers of the Company or another company. In this group applicants for service are required to pay, in advance, at the time application is made, any applicable service connection charge, as well as rental charges for one billing period for the service ordered.

2. Advance payments are not required when new service is applied for by Federal, State, County, Municipal, and City Governments.

PRESENT SUBSCRIBERS APPLYING FOR ADDITIONAL SERVICE

1. This group includes all present subscribers applying for additional service. Applicants for service in this group are not ordinarily required to make an advance payment.

DEPOSITS

1. If it is deemed necessary by the Company to safeguard its interests, it may require:

   a. New applicants to make a minimum cash deposit which would not normally exceed the bill for two months exchange service, plus estimated future toll charges for two months.

   b. Present customers to make a deposit to cover any unpaid charges for toll or exchange service and/or to cover the future bill for two month's exchange service, plus estimated future toll charges for two months.

Any such deposit shall be returned to the subscriber or credited to the subscriber's account at the termination of the service contract. Before accepting an application for telephone service it is well to ascertain if the applicant has previously been a subscriber of this company and, if so, to determine whether or not the applicant's previous account has been paid in full.

2. When charges for construction work are applicable, such as charges for underground entrance construction or aerial or pole line construction, such charges shall be collected in advance if such procedure seems advisable. In such cases, where charges are to be based on the cost of labor and material required, the advance payment may be estimated and collected. Such adjustments as are necessary may then be made when the work has been completed.

3. If it is deemed necessary by the Company, house movers may be required to make a deposit before permission is given to proceed with the work. In such cases, the amount of the advance payment or deposit may be estimated and collected. Such adjustments as are necessary may then be made when the work has been completed.
APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE

1. The determination as to whether customer service should be classified as business or residence is based mainly on the character of use to be made of the service. Although, in general, business rates apply at business locations and residence rates apply at residence locations, residence service will not be furnished at business locations except as provided in below.

2. In general, business rates apply whenever the use of the service is primarily or substantially of a business, professional, institutional or otherwise occupational nature, where the service is located on a premises whose main use is nonresidential. Examples of locations at which business rates apply are:

A. At offices, stores, factories, mines, and all other places of a strictly business nature.

B. At houses or apartments where rooms are rented or boarders are taken or both, and in halls and offices of hotels and apartment houses. However, when it is clearly evident that the service located in the customer's house or in an owner's, manager's or occupant's private rooms or apartment is to be used primarily for the domestic purposes of the customer, then residence rates apply.

C. At quarters occupied by clubs and fraternal societies, public, private, or parochial schools, hospitals, libraries and other institutions, and in churches. However, at locations, such as fraternity houses where members of the organization lodge, or lodge and board within the building, residence rates apply.

D. At tool houses or construction offices of contractors engaged in the reconditioning or remodeling of any structure whether the structure is to be used for business or residence purposes upon completion of the work.

E. At residence locations in the same building as the customer's business establishment or at residence locations adjacent to the subscriber's place of business where it is not evident that the telephone located in the residence is to be employed primarily for residence use.

F. At all other locations where the subscriber's primary use of the service is for business purposes.

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APPLICATION OF RATES FOR BUSINESS AND RESIDENCE SERVICE

3. In general, residence rates apply when the use of the service is of a domestic nature or is located on a premise whose main use is residential and provided that the service is not used substantially for business purposes. Examples of locations of which residence rates apply are:

A. At private residences.

B. At private apartments in hotels, boarding houses, college dormitories, and hospitals when separate main station service is provided in such apartments and where the use of the service is confined to the domestic use of the customer.

C. At the place of residence of a clergyman, physician, nurse, dentist, veterinary surgeon or other medical practitioner or Christian Science practitioner. Abbreviated titles such as “Dr.”, “Rev.”, “Judge”, “Professor”, are not considered business designations.

D. In a private stable or garage when it is strictly a part of the customer’s domestic establishment. Also, residence extensions are permitted in barns if the use of the service for any business purpose is only incidental. Separate exchange service or extension station service furnished at commercial farm locations for business use are classified as and charged for as business service.

E. Residential secretarial lines may be terminated in telephone answering facilities at telephone answering bureaus.

4. Changes from business service to residence service are made only in the event of a change in the customer’s arrangements, which would entitle him to a residence classification of his service, as specified in c. above.

A change of service classification from business to residence requires a number change.

5. Changes from Business service to residence service are made only in the event of a change in the customer’s arrangements which would entitle him to a residence classification of his service, as specified above.

When it is determined that a customer with residence service is using that service in such manner that it should be classified and charged for as business service under the provisions of b. above, the Company may disconnect the customer’s service in the event he refuses to permit his service to be classified as business service and to pay the business rate.

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CONSTRUCTION CHARGES

GENERAL

1. All rates and charges quoted in the Local Exchange Tariffs and in other sections of the General Exchange Tariff provide for the furnishing of telephone service or facilities where plant facilities are available or when the construction of the necessary facilities does not involve unusual costs. Likewise, the rates and charges quoted in such tariffs contemplate the use of central office or outside plant equipment and wiring of standard type and finish.

2. Under certain conditions, as hereinafter set forth and as provided in other sections of this General Exchange Tariff, construction charges are made to cover all or a portion of the unusual costs involved in the establishment of service. Construction charges are applied in addition to the rate for the class of service furnished, and any applicable service connection charges, mileage charges, or other charges as provided in the Local and General Exchange Tariffs.

3. Where construction is required to furnish service of a temporary nature the entire expense of such construction shall be borne by the subscriber.

4. Ownership of any pole line, circuits, or other equipment, which has been provided wholly or in part at the subscriber's expense, shall be vested in the Company.

5. Construction charges shall be computed on a cost basis, which is the actual cost of labor and material plus a proper proportion of the general operating and supervising expense.

6. Construction charges, when paid by the subscriber, are considered by the Company as an installation charge and are not, as a rule, refundable to the subscriber.

RIGHT OF WAY ON PRIVATE PROPERTY

1. If, to serve a subscriber, it is necessary to occupy private property, the subscriber is required to provide the necessary right of way without expense to the Company. However, right of way charges are assumed by the Company whenever it is evident that the construction for which right of way charges are assessed has permanent value for serving subscribers in the area in which right of way is obtained, or beyond, as a part of the general distribution system.
CONSTRUCTION CHARGES

APPLICATION OF CONSTRUCTION CHARGES

Normally, no construction charge shall be applied for the furnishing of primary or additional local or private line exchange service. Construction Charges are applicable when the construction requirement is of a special nature and involves unusual costs. The unusual costs in the establishment of exchange service will normally be the nonrecoverable costs (cost of facilities for which the Company has no foreseeable use should the service be terminated by the customer).

Construction Charges apply when facilities are not readily available, the Company constructs the facilities and one or more of the following conditions exist:

1. The Company has no other requirement for the facilities requested.
2. It is requested that service be furnished using a type of facility or via a route, other than that which the Company would normally utilize in furnishing the requested service.
3. More facilities are requested than would normally be required to satisfy an order.
4. It is requested that construction be expedited, resulting in added cost to the Company.

If the customer cancels service after the Company begins construction but prior to completion of the construction of facilities required to provide service to the customer, the Company shall apply Construction Charges based upon the nonrecoverable costs incurred by the Company at the time the customer cancels service.

Construction is considered to begin when the Company incurs any cost for materials and/or labor relating to the construction of facilities to provide service to the customer that would not otherwise have been incurred.

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GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC.

SECTION 5
Original Sheet 1

SERVICE CHARGES

GENERAL

1. Service charges apply to Connect, Move, and Change telephone service separately according to the components of work required.

DEFINITIONS

1. **Service Ordering Charge** - for work involved in receiving, recording, transmitting, and acting upon requests to Connect, Move, or Change telephone service.

2. **Central Office Line Charge** - for work associated with the telephone line, extending from central office equipment through protector equipment, or its equivalent, and the network side of the demarcation point which is the appropriate jack or its equivalent located at the customer’s premises. This includes, but is not limited to, installing or changing central office connections and Connecting, Moving, or Changing the drop, block, or buried wire. For central office work required for off-premises channels see Private Line Tariff.

3. **Demarc Charge** - applies for installing a demarcation point at customer’s request on the customer’s premises. This charge applies only to existing customers. This charge will not apply to new customers or moves of existing customers when the central office Line Charge is applicable.

4. **A Move** - is a relocation of telephone service by the Company within a customer’s premise.

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SERVICE CHARGES

5. **A Change** - is when telephone service is changed at the subscriber's request. Such changes include, but are not limited to, the following:
   a. Adding or changing features of station lines.
   b. Rearrangement of station circuits at the station or in the switching equipment.
   c. Change in class or type of service.

6. **Customer Request** - means the contact (call, visit, or correspondence) during which the customer provides sufficient information to effect service order work.

7. **Amending Customer Request** - means a subsequent request to change the order, providing the changes: (1) can be accomplished without issuance of new work orders, and (2) all work ordered can still be completed at the same time.

8. **Class of Service** - is defined as residence, business, coin telephone service, PBX or Lamp and Key service.

9. **Grade of Service** - is defined as 1-Party service.

10. **Type of Service** - is defined as Rotary Dial or Touch Call service.

11. **Service** - is defined as an arrangement of telephone facilities located on a customer's premises, separate and independent from an arrangement at other premises.

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SERVICE CHARGES

APPLICATION OF CHARGES

1. Service charges apply, as described in CHARGES following, to customer-initiated requests to establish telephone service except as specified in this or in other sections of the Tariff.

   Charges to establish business, and residence service (including semi-public), trunks, and lines consist of:
   
   A. Service Ordering Charges for appropriate class of service.
   
   B. Central Office Line Charges for appropriate class of service, where applicable.

   For installation of miscellaneous services subject to an Installation Charge, the following charges apply:
   
   A. Service Ordering Charges for appropriate class of service.
   
   B. Installation Charge as specified in the appropriate Tariff sections.

2. Service charges also apply for customer-initiated requests to move telephone service on the same premises. Charges for moves of trunks, business, and residence service consist of:

   A. Service Ordering Charges for appropriate class of service.
   
   B. Central Office Line Charges for appropriate class of service, where applicable.

   For moves of other service subject to an Installation Charge apply:

   A. The appropriate Service Ordering Charge.
   
   B. The Installation Charge or specifically described Move Charge shown in other sections of this Tariff.
SERVICE CHARGES

APPLICATION OF CHARGES (Cont'd)

3. In addition, Service Charges apply for customer-initiated requests for changes. Service Charges apply as follows unless specifically excepted in other sections of this Tariff:

A. Apply Service Ordering Charge for appropriate class of service.

B. Apply Central Office Line Charge(1) for appropriate class of service, where applicable.

NOTE: (1) Does not apply for changes to or from Touch-Call or Rotary Dial service or changes in Custom Calling Services and/or Rotary Hunting Services provided on individual line service, or discontinuance of rotary or hunting lines.

4. Service charges for moves or changes apply separately to each unit of service moved or changed except:

A. Where the applicable charge is the actual cost of all moves, changes, or rearrangements made at one time as defined in Section 8 of this Tariff.
SERVICE CHARGES

APPLICATION OF CHARGES (Cont'd)

5. If work involving both business and residence items of service qualifies for application of one service ordering charge, the Business Service Ordering Charge applies.

6. One (1) Service Ordering Charge applies per customer request to suspend and restore service. The rate is applied to the suspend portion of the order.

7. When establishing Combined Main Station Service, one (1) Service Ordering Charge and one (1) Central Office Line Charge applies.

8. "Amending Customer Requests" are not subject to additional Service Ordering Charges.

9. One (1) Service Ordering Charge applies for the service located at a premises, except no additional Service Ordering Charge applies for off-premises or secondary locations.

10. One (1) Service Ordering Charge applies per customer request for demarc installation.

CONDITIONS UNDER WHICH NO SERVICE CHARGES APPLY

1. No service charges apply for Company initiated work:
   A. Service located on a customer's premises but used exclusively by the Company for maintenance or training activities.
   B. To move or change customer's telephone service if required or initiated by the Company.
   C. New residential customers in Omaha may subscribe to Windstream of the Midwest, Inc., local service without incurring a Service Ordering Charge and a Central Office Line Charge.
SERVICE CHARGES

CONDITIONS UNDER WHICH NO SERVICE CHARGES APPLY (Cont'd)

2. No service charges apply for the following customer-initiated requests providing work is limited to that specified below:

   A. Complete termination of service.

   B. The "From" portion of work involved in a transfer of service from one premise to another.

   C. The reestablishment of service after the destruction of a subscriber's premises or a portion thereof, resulting from explosion, fire, flood, storm, accident, or the action of a public enemy. In such cases, service not to exceed that formerly in use will be reestablished at one location without service charges or installation charges. At the subscriber's option, the reestablished service may be at the immediately occupied location or a subsequently occupied location.

   D. Disconnection and/or removal of the following items of service providing no other work subject to service charges is involved:

       1. Primary telephone service.

       2. [Blank]

   E. Establishing, changing, or discontinuing arrangements for:

       Long Distance Credit Card Plan
       Tele-Check Plan
       Main Bill Address Arrangements
       Other Special Billing Arrangements

   F. Service Order Charges and Central Office Line Charges may be waived for special promotions offered within a specified time period.

   G. Changes in Primary listings, to change payment responsibility, provided that service and billing is continuous, no final bill is issued and a name change is not required.

   H. To change the Primary listing from a deceased person to that of a spouse, daughter, son, sister or brother of the deceased person.

   I. [Blank]
SERVICE CHARGES

1. Work Component

A. Service Ordering Charge

   Per customer request for work ordered and requested to be completed at the same time per premises
   
   1. Addition or change to existing record
      $5.00 (R)  $19.00
   2. New Customer Installed
      15.00  24.00

B. Central Office Line Charge

   Per line or central office telephone number worked on, including, but not limited to the following:
   
   1. Central office lines, PBX, and Key System Trunks, each
      14.00  17.00
   2. Off-premises additional lines and tie lines involving central office work, each
      See Private Line Tariff

C. Demarc Installation Charge

   Per access line
   14.00  17.00
2. Overtime Charges

If a subscriber specifically requests that work be performed outside of normal working hours and the Company is required to pay overtime wages, the subscriber will be charged the regular service connection charges applicable to such work plus the amount of overtime pay incurred.

Also, if a subscriber requests that work be done within a specified length of time and the work can be completed only by the use of overtime as well as regular time, the subscriber shall be charged for the overtime payment in addition to the regular service connection charges.

3. Link Up Nebraska

A. Description

The Link Up Nebraska Program is a federally sponsored service connection assistance program designed to make telephone service available to low-income households. Customers who qualify for the Link Up Nebraska Program are eligible for a 50% discount up to $30.00 off the telephone service connection charges associated with residential single line service.

B. Eligibility Requirements

To qualify for Link Up Nebraska, the named subscriber must be eligible to receive assistance from at least one of the following programs:

1. Medicaid;
2. Food Stamps;
3. Supplemental Security Income (SSI);
4. Federal Public Housing Assistance; or
5. Energy Assistance.

C. Rates

Service charges (Service order and Central Office Line charges) are 50% of regular applicable service charges, not to exceed $30.00.

4. Lifeline Nebraska

A. Description

The Lifeline Nebraska Program is a federally sponsored local service assistance program designed to make telephone service available to low-income households. Customers who qualify for the Lifeline Nebraska Program are eligible for a reduction in charges for local service associated with primary residential single line service.
SERVICE CHARGES

CHARGES (Cont'd)

4. Lifeline Nebraska (Cont'd)

B. Eligibility Requirements

To qualify for Lifeline Nebraska, the named subscriber must be eligible to receive assistance from at least one of the following programs:

1. Medicaid;
2. Food Stamps;
3. Supplemental Security Income (SSI);
4. Federal Public Housing Assistance; or
5. Energy Assistance.

C. Rates

The federal end user common line charge associated with primary residential single line service (R1 SIL CHRG,LIFELINE) will be waived for eligible customers. Basic local service residential (R1,LIFELINE) rates as stated in the Local Exchange Tariff will also be reduced $7.00 for eligible customers. The Presubscribed Interexchange Carrier Charge (PICC NO CHARGE) associated with primary residential single line service will also be waived for all eligible customers requesting total toll restriction.

CHARGE FOR RETURNED CHECKS

An administrative charge is applicable to the subscriber's account for each occasion that a check, bank draft, or an electronic funds transfer item is returned to the Company for the reason of insufficient funds or no account.

Per Occasion

$25.00

LATE PAYMENT CHARGE

If the entire amount billed is not received by the Company by the due date of the bill, a late payment charge of 1.3% will be assessed with a $25.00 maximum cap per month. This 1.3% will apply to all services on any unpaid balance.

State and federal government accounts are exempt from late payment charges.

Late payment charges do not apply to the disputed portion of unpaid balances, if resolved in favor of the Customer. The disputed portion of unpaid balances, if resolved in favor of the Company, may be subject to the late payment charge as of the original due date noted on the Customer's bill. Undisputed amounts on the same bill shall be subject to the late payment charge if they remain unpaid by the due date noted on the customer's bill.

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BY: Vice President
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RESTORATION OF SERVICE

1. If the service furnished a subscriber is temporarily suspended for nonpayment of charges due or for any other violation of the regulations of the Telephone Company, as described under "General Rules and Regulations Applying to Telephone Service," such service is restored only upon payment of a restoration of service charge, as provided in 4., following, in addition to charges due for service and facilities.

2. In cases where the service has been completely disconnected from a subscriber's premises because of discontinuance of service for nonpayment of charges due or for any other violation of the regulations of the Telephone Company as described under "General Rules and Regulations Applying to Telephone Service," service is reestablished only upon payment of the charges that would apply for a complete new installation for a new subscriber. Such charges are in addition to any charges due for services and facilities furnished up to the date of suspension of service.

3. Service removed from customers' premises as described above will be reinstalled only if currently available under Company tariffs for new installations.

4. Nonrecurring Charge

| Residence Service (REST SV,RES) | $24.99 |
| Business Service (REST SV,BUS)  | 24.90  |

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TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

11.1 Description of the Service

11.1.1 The TSP system is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) Telecommunications services. The TSP system applies only to NSEP services, includes all services of the Company and provides the Company with a guide to the sequence in which services are to be provisioned and/or restored.

11.1.2 All facilities that can be identified by a unique circuit identifier, can be provisioned for TSP service by the Company.

11.1.3 The minimum period for restoration priority service is one month.

11.1.4 The rates and charges associated with a customer subscribing to TSP service are as specified in Section 11.8.1 following.

11.2 Obtaining TSP Service

11.2.1 The Executive Office of the President is empowered with the authority to receive, evaluate and process requests for NSEP TSP services. The executive Office of the President, through the TSP Program office as its administrative branch, makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer initiates the request for TSP service from the TSP Program office through an agency of the federal government. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order and submits to the Company for appropriate action.
TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

11.2 Obtaining TSP Service (Cont'd)

11.2.2 The TSP authorization code, assigned on a per service basis, consists of a 12-character field, a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s contain a sequence number unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" is the provisioning priority level assignment. The second "y" is the restoration priority level assignment.

11.3 Provisioning Priority

11.3.1 If the customer requires service within a shorter time interval than the Company can provide, and the requested service qualifies for NSEP, the customer may elect to invoke NSEP treatment and obtain the appropriate provisioning priority assignment from the TSP Program office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 or 0.

11.3.2 The assignment of the value "E" implies the service has the most critical provisioning requirements and the Company will treat accordingly. The Company will take immediate action to provide the requested service at the earliest possible date. Rates and charges associated with "E" provisioning are as specified in the General Exchange Tariff, Section 9.

11.3.3 The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Company will adjust its available resources to meet the customer's requested due date. Rates and charges associated with invoking this priority treatment are specified in the General Exchange Tariff, Section 9. The value "0" implies no provisioning priority.
TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

11.4 Restoration Priority

11.4.1 By obtaining a TSP authorization code for restoration priority, the service is classified as being among the nation's most important NSEP telecommunication services. The Company will restore these services before service without restoration priority assignments in the order of priority assignments. Acceptable values are 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

11.4.2 When the Company recognizes a TSP as being out of service, unusable or upon receipt of a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2 or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

11.5 General Customer Obligations

11.5.1 In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Company. The code may be submitted verbally and the Company will accept such verbal notification, however, the customer must submit written confirmation to the Company within two working days. If written confirmation is not received within two working days, all applicable rates and charges become immediately due and payable and the requested TSP priority is revoked.

11.5.2 The customer for TSP service must be the same customer for the General Exchange, Private Line or Digital Area Service with which it is associated.

11.5.3 All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment.
11.5 General Customer Obligations (Cont'd)

11.5.4 In obtaining TSP service, the customer consents to the release of certain information by the Company to the TSP Program Office in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the TSP service.

11.5.5 When NSEP treatment is invoked, the Company will first attempt to notify the customer. If the Company is not able to notify the customer, then the customer recognizes that quoting charges and obtaining permission beforehand will cause unnecessary delays and, as a result, grants the Company the right to quote charges after provisioning of the service.

11.5.6 The customer must request and justify revalidation of all priority level assignments at least every three years.

11.6 General Company Obligations

11.6.1 The Company will provision and/or restore service having TSP authorization codes before other services, with the exception of official Company services necessary for provisioning and/or restoring the services of the carrier.

11.6.2 The Company will work TSP services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision Emergency (E) TSP services
- Restore TSP services assigned restoration priority 2, 3, 4 or 5.
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

11.6.3 Work cooperatively with other providers of NSEP service when only a portion is provided by the Company to ensure "end-to-end" service.
11.7 Rates and Charges

11.7.1 The following rates and charges are in addition to all other rates and charges that may apply for other services offered under this tariff which operate in conjunction with the TSP System.

11.8 Establishment of TSP Service

11.8.1 The nonrecurring charge (NRC) specified below applies when General Exchange, Private Line or Digital Data Service is ordered with provisioning and/or restoration priority. If both are ordered at the same time, only one NRC is applicable. The specified NRC is also applicable for orders specifying priority changes. The monthly rate is associated with only the administration and maintenance of the TSP System for restoration priority service.

<table>
<thead>
<tr>
<th>TSP Services,</th>
<th>Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per Circuit</td>
<td>0.00</td>
<td>$85.17</td>
</tr>
</tbody>
</table>

11.9 Priority Provisioning

11.9.1 There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

(a) Emergency provisioning. The Company will take immediate action to provide the requested service at the earliest possible date. The rates and charges will apply as set forth in Section 11.8.1 preceding.

(b) Essential provisioning. The Company will adjust its available resources to meet the customers requested due date. The rates and charges will apply as set forth in the General Exchange Tariff, Section 9, Service Charges. To calculate the overtime charges, the Company will keep track of the additional labor hours used to meet the request of the customer and bill the customer at the applicable overtime charges.

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
INITIAL SERVICE PERIODS

GENERAL

1. Applications and contracts for services and facilities, except as otherwise specified hereinafter, are regularly taken for initial periods of one month.

2. Contracts for services or facilities of any class may be taken for initial periods greater than those specified herein, whenever the furnishing of such services or facilities involves unusual costs.

DIRECTORY LISTINGS

Directory listings, for which a charge applies, are furnished by directory periods established by the Company, except as provided in Section 13, "Termination of Contracts."

JOINT USER SERVICE

Joint user service is furnished by directory periods established by the Company except as provided in Section 13, "Termination of Contracts."

PRIVATE BRANCH EXCHANGE SERVICE

Applications and contracts for service to be provided by means of private branch exchange systems are normally taken for initial periods of five years.

SERVICE PROVIDED BY SPECIAL EQUIPMENT

Applications and contracts for service to be provided by means of specially designed equipment or special assemblies of standard equipment are taken for varying initial periods of from thirty days to five years.
GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC.

SECTION 9

Original Sheet 1

TERMINATION OF CONTRACTS

GENERAL

1. A failure to make payments of charges due in accordance with the rules and regulations prescribed by the Company is regarded by the Company as a voluntary termination of the contract by the subscriber.

2. Illegal use of telephone service may be regarded by the Company as a voluntary termination of the contract by the subscriber.

3. The use of profane or obscene language over the telephone shall be regarded by the Company as a voluntary termination of the contract by the subscriber.

TERMINATION OF CONTRACT DURING MINIMUM TERM

1. Contracts, except those listed below under paragraph (2), may be terminated before the expiration of the minimum term under the following conditions:

   a. On payment for all charges for service rendered:

      In cases of abandonment of the premises because of condemnation or damage from causes beyond the control of the subscriber.

      In case of death of the subscriber, or death necessitating dissolution of the firm or household. The death of the joint user, however, affects only the service furnished for him under the contract.

      In case of bankruptcy or receivership.

      In case service is furnished at "Employee concession rates."

   b. On payment of all charges for service for the minimum contractual period.

2. In case a directory listing, for which charge applies, or a joint user listing has not yet appeared in the directory, the listing or joint user service may be terminated at any time upon payment of the following charges:

   a. If the listing has been posted on the information records, the charge is the amount applicable for the period between the date the information records were posted and the date the listing is ordered removed, except that the minimum charge is the charge for one month.

   b. For listings which have not been posted on the information records no charge applies.


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TERMINATION OF CONTRACTS

TERMINATION OF CONTRACTS DURING MINIMUM TERM (Cont'd)

3. Directory listings, for which a charge applies, or joint user service with a directory listing, appearing in the current directory may be terminated at any succeeding directory period. The minimum charge period shall be one directory issue, except that the charge will not apply beyond the period of actual service when it is evident that the listing has no further value after it is ordered removed, such as in cases of termination of the main service, or in case the listed party is no longer at the location where the service for which he has been listed is provided, or in case the listed party becomes a subscriber to exchange service similar in classification to that for which the listing is provided.

4. It is not contemplated that service contracts may be terminated prior to the expiration of the initial service period, and they may be terminated only in accordance with the terms of the contract of the service or in accordance with terms that are mutually agreed upon by the contracting parties at the time service is terminated. No positive rule can be followed as each case must be determined on its individual merits or in accordance with the terms of the contract for the service.

TERMINATION OF CONTRACT AFTER EXPIRATION OF MINIMUM TERM

1. Contracts, unless otherwise specified, may be terminated by either the subscriber or the Company, after the expiration of the minimum term, upon reasonable written notice from either party to the other.
POTS Data Conditioning

1. **Description**

   POTS Data Conditioning provides customers a level of transmission performance for voice and analog data of no more than a 4 decibel (dB) loss (measured at 1000 Hz) between the point of demarcation on the customer's premise and the serving central office. The parameters of POTS Data Conditioning are designed to support the transmission of data up to 9.6 kbps or 28.8 kbps between the point of demarcation on the customer's premise and the serving central office.

   POTS Data Conditioning will guarantee that the parameters listed below are met:

   **Parameters**

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Voice Grade</th>
<th>POTS Data Conditioning</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum Insertion Loss</td>
<td>Loop Loss</td>
<td>Loop Loss</td>
</tr>
<tr>
<td>Maximum Signal Power at MDF</td>
<td>-12 dBm</td>
<td>-12 dBm</td>
</tr>
<tr>
<td>Envelope Delay Distortion</td>
<td>None</td>
<td>200 us</td>
</tr>
<tr>
<td>Impulse Noise Threshold for 15 counts in 15 min. (dBmc0)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Physical Facilities</td>
<td>None</td>
<td>50 dBmc0</td>
</tr>
<tr>
<td>- Compressed Facilities (Digital Carrier)</td>
<td>None</td>
<td>50 dBmc0</td>
</tr>
<tr>
<td>Measured With -16 dBm0</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Holding Tone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Message Circuit Noise</td>
<td>20 dBmC</td>
<td>20 dBmC or Less</td>
</tr>
<tr>
<td>Attenuation Distortion-Slope (1000 Hz to 2800 Hz)</td>
<td>None</td>
<td>-1.0 to +3.0 dB</td>
</tr>
</tbody>
</table>

   *Losses stated are 1000 Hz losses unless otherwise noted.*

---

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**BY:** Vice President  
4001 Rodney Parham Road  
Little Rock, Arkansas 72212
2. **Terms and Conditions**

POTS Data Conditioning is furnished only where adequate and suitable facilities are available. Central office lines will be equipped for POTS Data Conditioning at the discretion of the Company and in accordance with regular engineering practices.

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

POTS Data Conditioning is not available in connection with WATS, Toll Trunks, and Foreign Exchange Service.

3. **Rates**

This service is subject to the conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.

Service charges apply, in addition to the POTS Data Conditioning charge, when POTS Data Conditioning is provided subsequent to the provisioning of the basic exchange service with which it is associated.

<table>
<thead>
<tr>
<th>POTS Data Conditioning for voice and data, per line</th>
<th>Nonrecurring Charges</th>
<th>Monthly Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office Conditioning (up to 9.6 Kbps)</td>
<td>$25.00</td>
<td>$8.89 (1)</td>
</tr>
<tr>
<td>Premise Conditioning (up to 28.8 Kbps)</td>
<td>50.00</td>
<td>$8.89 (1)</td>
</tr>
</tbody>
</table>

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BY: Senior Regulatory Counsel  
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Effective: March 1, 2019
GENERAL

1. Off-Premise Extension (OPX) service provides the user with the capability of originating and receiving calls at telephone stations provided at noncontinuous property station locations in addition to the location of the primary station where the instruments are connected to the same central office access line.

2. OPX service is furnished to Windstream customers at the rates as specified in Windstream’s Digital Catalog, Section 5.5, DS1 Service. The rate elements are described in the #8 below, and are in addition to other rates and charges applicable to the particular service involved.

3. OPX service may be installed only at locations where the use will be confined to the subscriber, his employees or representatives engaged in his business, members of his immediate family or guests, or persons permitted to use the service as provided for under the regulations governing joint user service.

4. OPX service may be installed at locations not on the subscriber’s premises only where there is other telephone service at those locations adequate, in the opinion of the Company, to take care of exchange and toll requirements. Such service is installed subject to the transmission limitations of exchange circuits.

5. If OPX Service from a residence primary location is extended to a business location, the residence primary service will be upgraded to a business rate.

6. Where additional facilities are required solely for additional stations to which DS1 charges apply, applicants may be required to pay, as an installation charge, all of the costs of providing the supporting structure or any unusual costs involved in burying wires or cables, such as where they are to be located under paved areas. Where the total cost of providing such facilities is more than incidental, and there is no further anticipated use of the facilities if the associated service is discontinued, termination charges in the amount of non-recoverable costs shall apply.

7. A Custom offering may be developed at the Company’s discretion, if the standard service, as described and offered, does not meet a particular customer requirement and the customer requests a custom offering. Additional construction charges may apply. See construction charges, Section 8.

8. **OPX Rate Elements**

<table>
<thead>
<tr>
<th>Description</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>OPX facility between the customer designated premises and the serving wire center of the premise.</td>
<td>For applicable rates, refer to Section 5.5, Digital Services.</td>
<td></td>
</tr>
<tr>
<td>OPX channel facility - (Channel Mileage) (Fixed Mileage)</td>
<td>For applicable rates, refer to Section 5.5, Digital Services.</td>
<td></td>
</tr>
</tbody>
</table>

Denotes that portion of a circuit between two wire centers.

A Channel Mileage charge and a Fixed Mileage charge applies.
GENERAL

1. Joint user service is a classification of exchange service furnished only in connection with business subscriber's exchange service.

2. A joint user is a person, firm, or corporation whose use of a business subscriber's service is not contemplated under the terms of a subscriber's contract or application for service, but who, subject to the consent of the subscriber and to the regulations specified hereinafter, is furnished service over the facilities provided for the subscriber's service.

3. Directory listings may be included as part of a joint user service according to regulations in Section 14, "Directory Listings."

4. Joint user service is provided in connection with business individual line or private branch exchange service when the joint user is located in the room or suite of room occupied by the subscriber or in a room or suite of rooms directly connected with and immediately adjacent thereto.

5. Arrangements for joint user service must be made by the original subscriber who is responsible for the payment of all charges for the service.

6. Regulations concerning the initial service period and termination of a joint user contract may be found in Section 12, "Initial Service Periods," and Section 13, "Termination of Contracts," respectively.

7. Joint use of a business subscriber's service

<table>
<thead>
<tr>
<th>LINSEC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>BJU</td>
<td>$4.44 (I)</td>
</tr>
</tbody>
</table>

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Effective: March 1, 2019
BUSY VERIFICATION SERVICES

GENERAL

1. Busy Verification Service is furnished to customers upon request to provide line status or busy interrupt for a requested line or trunk.

2. This service is provided where facilities exist for line status or busy interrupt through a telephone company operator.

3. The provision of line status involves an operator determining the condition of a line or trunk that a customer requests to be checked. The status of this line or trunk is verified to the customer for a rate as listed under rates below.

4. The provision of Busy Interrupt involves an operator interrupting a line or trunk that a customer requests to be checked. Information concerning the busy interrupt to this line or trunk is passed to the customer for a rate as listed under rates below.

5. No request will be processed on a collect or reverse charge basis.

RATES

The rates and charges listed below are in addition to the rates and charges associated with local or Message Toll Services.

<table>
<thead>
<tr>
<th>Line Status</th>
<th>Request Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Line Status</td>
<td>$9.99 (I)</td>
</tr>
<tr>
<td>Busy Interrupt</td>
<td>$9.99 (I)</td>
</tr>
</tbody>
</table>

No charge will apply if the line situation indicates a trouble condition. No charge applies when the request is identified as an emergency by the customer and originates from or to emergency agencies, such as police, fire, rescue, or ambulance.

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DIRECTORY LISTINGS

GENERAL

1. Directories are issued to provide an actual list of all subscribers for a particular exchange.

2. Listings in the alphabetical section of a directory form the basis on which directories are established and each subscriber shall be listed therein, unless non-published or non-list service is requested. Alphabetical listings shall be designed to facilitate reference with a minimum of time and effort thereby giving maximum service to users and should be designed to give as uniform treatment as possible to subscribers, except as provided through optional subscriber paid advertising.

3. A classified list of business subscribers or classified section of a directory is provided at the option of the Company or companies publishing the directory on behalf of the Company and only at those exchanges where such a section is specifically authorized. The classified section of a directory is not essential to telephone service.

4. The Company reserves the right to limit the length of any one listing to one line in the directory by the use of abbreviations when, in the opinion of the Company, the clearness of the listing and the identification of the subscriber is not impaired thereby. Two lines may be used only when necessary for proper identification, or as provided through optional subscriber paid advertising.

5. Additional regulations regarding directory listings and ownership, initial service periods, termination of contracts, joint user service and access line customers may be found in Sections 1, 8, 9, 12 and 17, respectively.

6. Nonpublished and nonlisted telephone numbers including the name and address of the customer may be displayed on a call-by-call basis at Public Service Answering Points (PSAP) that are equipped with Enhanced 911 (E911) Universal Emergency Number Service. Nonpublished and nonlisted telephone numbers may be delivered to subscribers of Caller Identification Service for display to those subscribers on a call-by-call basis.

7. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP.

8. The Company is responsible for the directory listings of its customers who have local service from it. Customers who subscribe to local exchange service of a different company must contact that company for general language pertaining to its directory listings.

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DIRECTORY LISTINGS

BUSINESS LISTINGS

1. Business listings included in charges for service must be the name of the individual, firm, partnership, corporation, institution, etc., under which the business or work of the individual or organization is transacted.

2. Extra business listings may contain the names of persons associated in business as partners or as a firm; members or representatives of a corporation; or they may contain those of business houses, firms or corporations, either active or obsolete, which the subscriber represents, controls or owns. Listings other than those specified herein are available only in connection with joint user service.

3. The rate for an extra business listing includes one listing in the alphabetical section.

4. Designations descriptive of the general character of the subscriber’s business may be listed in alphabetical sections of directories following the name in primary, joint user or extra business listings when the name itself is not descriptive. Such designations shall be limited to the minimum words, (one or more) necessary for identification.

5. A joint user listing must include the same address and telephone number as the primary listing except that a separate telephone number may be listed for a joint user on a private branch exchange provided the number is not in the rotary group used for the primary service.

6. An extra listing must include the same address and telephone number as the primary listing except that the following may be permissible for extra listings on a private branch exchange:
   a. In cases where a private branch exchange station is located at an address apart from the primary service, this address may be included in an extra listing.
   b. A separate telephone number may be listed for an extra listing on a private branch exchange provided the number is not in the rotary group used for the primary service.

7. Extra line listings may be furnished as exchange service in alphabetical sections of directories which include a classified section, provided such extra line listings are not of an advertising nature but are of a strictly directional or informational nature such as those listing the name of the manager, office hours, etc.

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RESIDENCE LISTINGS

1. A residence listing is provided as a part of, and is included in the rate for, exchange telephone service. It is furnished in the directory of the serving exchange.

   A residence listing is normally the name and address of:

   a. The person contracting for exchange telephone service.
   b. A party for whom the exchange telephone service was contracted for by another party.
   c. The same surname with no more than two individuals' given names. Each given name, for purposes of this tariff, is defined as any combination, not to exceed two, of the following:
      (1) first name
      (2) middle name
      (3) initial
      (4) maiden name
      (5) nicknames

2. Extra residence listings may be the names of: Members of the family or persons residing as members of the household; permanent guests or tenants of hotels or clubs where the service is furnished through the private branch exchange of such hotel or club. Such listings may be furnished for social or domestic purposes only.

3. Extra listings must include the same address and telephone number as the primary listings.

4. Extra residence listings may be furnished to include the listing of a nickname in lieu of the initials or given name.

5. Extra line listings may be furnished in connection with alternate call service, or in cases where the extra line is for social or domestic purposes only as defined in Section 3, "Application of Rates for Business and Residence Service."

6. Designations descriptive of the general character of the subscriber's business may not be listed in connection with residence listings. Professional or occupational titles such as General, Colonel, Reverend, Rabbi, Judge, Professor, and Doctor may appear as part of the listings within the limitations prescribed for residence service in Section 3, "Application of Rates for Business and Residence Service."

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Little Rock, Arkansas 72212
1. Additional listings following the primary private branch exchange listing, in alphabetical sections of directories, for use in making calls when the private branch exchange operator is not on duty may be furnished if in the opinion of the Company they are necessary for the efficient handling of telephone traffic.

2. One cut-through listing may be furnished without charge for each incoming or unlimited trunk termination on the private branch exchange, provided that if any one trunk number is listed more than once the additional listing is considered as an extra line with a telephone number, and the regular rate for such service is applied. Preliminary lines indicating hours of service, etc., are furnished without charge.

3. Cut-through listings following joint user or extra listings in alphabetical sections of directories may be furnished with both preliminary and cut-through lines being charged for at the regular rates for extra line listings.
NON-PUBLISHED NUMBERS

1. A non-published telephone is one for which no listing appears in the alphabetical section of the directory or in the Directory Assistance records. Calls are completed to such stations only when the number is provided by the calling party.

Non-Published Service

Monthly Rate
$4.44 (I)

2. No charge will be made in the following cases:
   a. To additional service furnished to the same subscriber at the same address.
   b. Where the subscriber has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.
   c. Where a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club is listed under the number of the telephone service furnished to the establishment.

NON-LISTED NUMBERS

1. A non-listed telephone is one for which no listing appears in the alphabetical section of the directory. The number is listed in the directory assistance records and is given out on request.

Non-Listed Service

Monthly Rate
Business $3.70 (I)
Residence $2.00

2. No charge will be made in the following cases:
   a. To additional service furnished to the same subscriber at the same address.
   b. Where the subscriber has other listed service in the alphabetical directory for the territory in which the subscriber is located, provided the service is of the same class and in the same name.
   c. Where a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club is listed under the number of the telephone service furnished to the establishment.
DIRECTORY LISTINGS

SPECIAL REVERSED CHARGE TOLL SERVICE LISTINGS

(See Long Distance Message Telecommunications Tariff)

FOREIGN LISTINGS **

1. Listings of firms, individuals, institutions or government agencies located in exchanges, operated either by this Company or other companies, to which a toll call applies, may be listed in a directory. The listing will carry the name, address and telephone number of the customer together with the name of the exchange in which the customer is located. Calls are handled on the basis of regular long distance service. Such listings should not be confused with Special Reversed Charge Toll Service which is explained in the Long Distance Message Telecommunications Tariff.

2. Listings in alphabetical sections are furnished at the following rates:

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Residential</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rate</td>
<td>$1.50</td>
<td>$7.41 (I)</td>
</tr>
</tbody>
</table>

LISTINGS WITH NO CHARGE

1. One alphabetical listing for:
   - Business subscribers of: A private branch, an individual line station or group of consecutively numbered individual lines or joint user service.
   - Residence subscribers of: A private branch exchange, an individual line station, or group of consecutively numbered individual lines.

2. One classified listing in directories containing a classified section for:
   - Business subscribers of: A private branch exchange, an individual line station, or group of consecutively numbered individual lines or a joint user.

**Grandfathered to existing Customers at existing locations.
### EXTRA ALPHABETICAL LISTINGS

1. Rates for all exchanges:

<table>
<thead>
<tr>
<th></th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business</td>
<td>$7.41 (I)</td>
</tr>
<tr>
<td>Residence</td>
<td>1.50</td>
</tr>
</tbody>
</table>

### EXTRA LINE LISTINGS

1. Listings containing reference telephone numbers:

<table>
<thead>
<tr>
<th>Location</th>
<th>LINSEC</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Omaha</td>
<td>BLIFT</td>
<td>$7.41 (I)</td>
</tr>
<tr>
<td></td>
<td>RLIFT</td>
<td>1.50</td>
</tr>
</tbody>
</table>

---

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Little Rock, Arkansas 72212
EMPLOYEE DISCOUNTS

1. Regular Employees of the Company may be provided residence telephone exchange service consistent with and limited to their reasonable requirements. A maximum of two access lines and associated products and services for a primary residence will be provided at 50 percent of the regular rate applicable to their monthly rates.

2. For the purpose of this tariff, "Employees" shall be:
   a. Those who work regularly on a full-time or part-time basis and receive a stipulated compensation, other than a retainer, and who have been employed continuously for six months or more.
   b. All employees receiving disability or sickness benefits from the Company.

3. A complete listing of products and services which are eligible for employee discount is provided in the Employee/Pensioner Telephone Concession Products and Services Directory.

4. If the computed rate includes a fractional part of a cent, the rate to be charged is obtained by raising or lowering the computed rate to the nearest cent. If the fractional part is one-half of a cent, the next higher cent is to be applied.
PUBLIC EMERGENCY REPORTING SERVICE

I. Description

1. When requested by local government authorities, and subject to the availability of facilities, the Company will provide a universal number, 911, for the use of Public Safety Answering Points (PSAPs) engaged in assisting local governments in the protection and safety of the general public. Use of the 911 number will provide each caller with telephone access to the appropriate local Public Safety Answering Point.

2. Enhanced Universal Emergency Number Service, also referred to as Enhanced 911 Service or E911, is a telephone exchange communication service whereby one or more PSAPs designated by the Customer may receive telephone calls dialed to the telephone number 911. E911 Service provides for Automatic Number Identification and Automatic Location Identification features.

3. Both 911 and E911 Services are offered subject to availability of facilities.

4. The Customer may be a municipality or other state or local governmental unit, or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated. The Customer must be legally authorized to subscribe to the service and have public safety responsibility by law to respond to telephone calls from the public for emergency police, fire or other emergency services within the telephone central office areas arranged for 911 calling.

II. Definitions

1. 911 Exchange Lines: Emergency reporting service facilities furnished for the routing of incoming 911 emergency calls to a Public Safety Answering Point.

2. Agent Position: E911 Service only. A selector console and associated common equipment for displaying ANI numbers and ALI information at the PSAP attendant position and used by the attendant to activate various system functions.

3. ANI/ALI Data Base: E911 Service only. The equipment and programs that store the ANI and ALI data and associate it with the ANI digits received from the calling party.

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II. Definitions (Cont'd)

5. **Automatic Location Identification (ALI):** E911 Service only. A feature by which the name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premise, etc.) will be identified with the address of the telephone number at the main location.

6. **Automatic Number Identification (ANI):** E911 Service only. A feature by which the calling party's ANI telephone number is forwarded to the E911 Control office and to the PSAP's Display and Transfer Units.

7. **Customer:** See the definition at II.15 below.

8. **Default Routing (DR):** A feature is activated when an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes. Such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group is assigned to a designated default PSAP. This is a standard feature of E911 Service. Four party and rural service will be default routed.

9. **End Office:** The Central Office(s) in which the 911 or E911 call originates.

10. **Enhanced 911 Trunks:** The facility between the central office originating the 911 call and the equipment providing the E911 function.
II. Definitions (Cont'd)

11. Public Safety Answering Point (PSAP): An answering location for 911 calls originating in a specified area (see II.14 below). A PSAP may be designated as Primary or Secondary, which refers to the order in which calls are directed for answering. Primary PSAPs respond first; Secondary PSAPs receive calls on a transfer basis only and generally serve as a centralized answering location for a particular type of emergency call. PSAPs are staffed by employees of service agencies such as police, fire or emergency medical or by employees of a common bureau serving a group of such entities. PSAPs may be either 911 or E911 PSAPs or both.

12. Service Area: The exchanges for which the Customer will accept responsibility and for which the Customer will respond to all 911 or E911 calls and dispatch appropriate emergency assistance. Exchange boundaries and political subdivision boundaries may not coincide. See III.2.B and III.2.C following.

13. Serving Central Office: The Central Office from which a PSAP, either primary or secondary, is served.

14. Universal Emergency Number Service: A telephone exchange communication service for receiving telephone calls placed by persons in need of assistance who dial the number 911. Such calls are answered at PSAPs established and operated by the Customer.

15. Universal Emergency Number Service Customer (Customer): A municipality or other state or local governmental unit or an authorized agent of one or more municipalities or other state or local governmental units to whom authority has been lawfully delegated within a defined geographic area to respond to public emergency telephone calls.

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III. Regulations

1. 911 and E911 lines are classified as Business Exchange Service and are arranged for one-way incoming service to the appropriate PSAP from specified NPA's and central office codes. Outgoing calls can only be made on a transfer basis.

2. Each Customer must furnish the Company in writing with its agreement to the following terms and conditions:
   
   A. That the PSAP will be provided and staffed on a 24-hour coverage basis.
   
   B. That the Customer accepts the responsibility for handling all 911 calls that originate from telephones in the Service Area whether or not the calling telephone is situated on property within the geographical boundaries of the Customer's public safety jurisdiction.
   
   C. That the Customer recognizes that the geographical boundaries of its public safety jurisdiction and the Serving Area may not coincide.
   
   D. That the Customer subscribe to a sufficient number of 911 or E911 facilities and provide sufficient CPE to maintain an adequate grade of service as determined by the Company.
   
   E. That the Customer accept responsibility for dispatching, or having others dispatch, police, fire, ambulance or other emergency services as required, to the extent such services are reasonably available.
   
   F. That the Customer subscribe to additional local exchange service at the PSAP Location for administrative purposes, for placing of outgoing calls and for receiving other emergency calls, including any which might be relayed by Company operators.
   
   G. That the Customer will develop an appropriate method for responding to calls for non-participating agencies which may be directed to the PSAP by calling parties.
   
   H. That the Customer will provide Customer Premise Equipment (CPE) with a capacity adequate to handle the number of incoming 911 or E911 facilities recommended by the Company.
   
   I. That the Customer list the Company's exchanges or third party telephone company's exchanges it is willing to serve.
III. Regulations (Cont'd)

2. (Cont'd)

J. That the Customer recognizes that it is the customer's responsibility to provide any interlocal agreements (as provided in the Interlocal Cooperation Act) to provide emergency services outside the PSAP's jurisdiction.

3. It is the Customer's responsibility to select, procure and maintain CPE to the 911 or E911 system which is compatible with the dedicated direct facilities furnished by the Company.

4. The facilities used to connect the originating exchange to the PSAP shall be determined in the discretion of the Company. Rate Regulations and Rates are found in Section VI, following.

5. Any CPE used in conjunction with E911 Service shall be configured so that it is unable to extract any information from the Data Management System other than information relating to a number identified through the ANI feature as the source of an in-progress call.

6. Temporary suspension of service is not provided for any part of the E911 Service.

7. E911 information consisting of the names, addresses and telephone numbers of Company customers whose listings are not published in directories or listed in Directory Assistance Offices is confidential. Information will be provided on a call-by-call basis only for the purpose of responding to emergency calls.

8. The E911 calling party forfeits the privacy afforded by non-listed and non-published service to the extent that the telephone number, address and name associated with the originating station location are furnished to the PSAP.

9. Central Office identification is provided in lieu of ANI/ALI on calls placed from four party lines when ordering E911 service.

10. Central offices that do not have ANI will not be reconfigured to provide ANI solely for the purpose of providing E911 service.
II. Regulations (Cont'd)

11. Application for 911 or E911 Service must be executed in writing by each Customer. If application for service is made by an agent, the Company must be provided in writing with satisfactory proof of appointment of the agent by the Customer. At least one local law enforcement agency must be included among the participating agencies in any 911 or E911 offering.

12. E911 Data Base

A. After establishment of service, it is the Customer's responsibility to continue to verify the accuracy of the routing information contained in the master address files and to advise the Company of any changes in street names, establishment of new streets, changes in address numbers used on existing streets, closing and abandonment of streets, changes in police, fire, ambulance or other appropriate agencies' jurisdiction over any address, annexations and other changes in municipal and county boundaries, incorporation of new cities or any other matter that will affect the routing of E911 calls to the proper PSAP.

B. Changes, deletions and additions which the Customer desires to have made in the master address file should be submitted on an "as occurred" basis.

C. Access to the E911 data base is available either by loading a copy of the data base directly into equipment provided by the Customer at the PSAP or by connection of the PSAP equipment to the data base using Private Line Data Circuits. Updates to a data base resident in Customer owned equipment shall be at regular intervals. In the case of direct connection, two (2) circuits are required. Rate Regulations and Rates for these circuits are listed in Section VI, following.

13. Calls to the number 9-1-1 that are Remote Call Forwarded shall terminate on a separate Number and Lamp and Key line. No ANI or ALI can be provided for calls terminating to such a line. Rates for this line are found in the Company's Local Exchange Tariff.
IV. **Limitations**

1. 911 and E911 Service is limited to the use of Central Office telephone number 911 as the universal emergency telephone number. Only one 911 or E911 service will be provided within any government agency's locality.

2. The Company does not undertake to operate 911 or E911 Service. Operation of these services is the complete and sole responsibility of the Customer. The Company shall not be liable to any person or entity for the acts or omissions of the Customer in operating or failing to operate 911 or E911 Service or any related or ancillary activities. The Company's sole undertaking is limited to providing facilities, as available, to the Customer. The Company's entire liability to any person or entity for interruption or failure of 911 or E911 Service under this tariff shall be limited to the terms set forth in GENERAL RULES AND REGULATIONS in the General Exchange Tariff.

3. The 911 emergency telephone number is not intended as a total replacement for the telephone service of the various public safety agencies which participate in the use of this number. The public safety agencies will subscribe to other exchange telephone service as provided in other sections of this tariff, and the Local Exchange Tariff.

4. These services are furnished to the Customer only for the purpose of receiving reports of emergencies by the public.

5. 911 and E911 Services are provided solely for the benefit of the Customer operating the PSAP. The provision of 911 or E911 Service by the Company shall not be interpreted, construed, or regarded, either expressly or implied, as being for the benefit of or creating any Company obligation toward any third person or legal entity other than the Customer.

6. The Company does not undertake to answer and forward 911 calls, but furnishes the use of its facilities to enable the Customer's personnel to respond to such calls on the Customer's premises.

7. The rates charged for 911 or E911 Service do not contemplate the inspection or constant monitoring of facilities to discover errors, defects and malfunctions in the service, nor does the Company undertake such responsibility. The Customer shall make such operation tests as, in the judgment of the Customer, are required to determine whether the system is functioning properly for its use. The Customer shall promptly notify the Company in the event the system is not functioning properly.
V. Liability

1. The Company's entire liability to any person for interruption or failures of 911 or E911 Service shall be limited to the terms set forth in this section and other sections of this tariff.

2. The Company's liability for any loss or damage arising from errors, interruptions, defects, failures, or malfunctions of this service or any part thereof whether caused by the negligence of the Company or otherwise shall not exceed the greater of $50.00 or an amount equivalent to the pro rata charges for the service affected during the period of time that the service was fully or partially inoperative. These limited damages shall be in addition to any credit which may be given for an out-of-service condition.

3. Each Customer agrees to release, indemnify, defend and hold harmless the Company from any and all losses, claims, demands, suits, actions, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party or person, for any personal injury to or death of any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others which may result from operational use of 911 or E911 service. Further, Customer shall indemnify, defend and hold harmless the Company from any and all losses, claims, demands, suits, actions or any liability whatsoever which may result from disclosure to any person or governmental agency of the name or address of any person through access to the ALI/ANI database.

4. The Customer also agrees to release, indemnify and hold harmless the Company for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of 911 or E911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 or E911 service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user, agencies or municipalities, or the employees or agents of any one of them.
VI. Rate Regulations and Rates

1. No usage based charge applies to the calling party for calls placed to the 911 emergency number.

2. 911 Exchange Lines and E911 trunks shall be billed at the Lamp and Key Trunk rate for the originating exchange regardless of the actual facilities chosen by the Company to provide service. If the originating exchange is not a Company exchange, the rate shall be that of the terminating exchange. These rates are listed in the Local Exchange Tariff. A minimum of two (2) such lines or trunks are required, however the Customer shall be billed for only one (1) line or trunk. If more than two (2) lines or trunks are required they shall be billed at the Lamp and Key Trunk rate for the originating exchange. Any mileage sensitive charges for lines or trunks (e.g., for Foreign Exchange Lines) shall be charged a rate of $0.00. All additional charges, such as the FCC Subscriber Line Charge or Dual Party Relay shall be billed to all lines and trunks. Nonrecurring charges shall be waived for the second line or trunks but are applicable to third and subsequent facilities.

3. The two (2) data circuits connecting the PSAP to the Company’s data base shall be billed at the rates for one (1) circuit, with the exception that the rate for the mileage sensitive rate elements shall be $0.00. Nonrecurring charges for the data circuits shall be waived for the second circuit.

4. Charges for Customer requests that necessitate additions, removals, moves or changes of access facilities and/or equipment on Company premises will be based upon costs of each request.

5. Charges for E911 equipment and service are governed by contracts outside this tariff.

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CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

GENERAL

This section of the above tariff authorizes and provides for the connection of private customer provided communications systems or terminal equipment with the facilities of the telephone company in accordance with the requirements and conditions of said section. Nothing in this section shall be interpreted to authorize or permit the interconnection with the telephone company facilities of any communications systems or facilities offered to or operated for the public for hire in intrastate service except as such service is required by certificates of public convenience and necessity issued under the statutes of Nebraska and the regulations of the Nebraska Public Service Commission.

These tariffs shall not be construed as to prohibit connection of registered or grandfathered customer-provided terminal equipment or protective circuitry which may be directly connected to the telecommunication network in accordance with Part 68, of the F.C.C. Rules and Regulations.

1. Responsibility of the Customer

   a. Where exchange and message toll telephone services are available under this or other tariffs for use in connection with customer provided systems and equipment, the operating characteristics of such equipment shall be such as not to interfere with any of the services offered by the Company. Such use is subject to the further provisions that the customer provided systems and/or equipment does not: endanger the safety of Company employees or the public; damage, require change in or alteration of, the equipment or other facilities of the Company; interfere with the proper functioning of such equipment or facilities; impair the operation of the Company system or otherwise injure the public in its use of the Company services.

   b. Upon notice from the Company that the customer provided system or equipment is causing or is likely to cause such hazard or interference, the customer shall make such change as shall be necessary to remove or prevent such hazard or interference. Failure to make such necessary changes will result in disconnection of service until such changes are completed to the satisfaction of the Company (See General Paragraph (3)). The customer shall be responsible for the payment of Company charges for service calls by Company employees to the customer's premises or tests conducted by Company employees where a service difficulty or trouble report results from customer provided systems and/or equipment.

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

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GENERAL (Cont'd)

1. Responsibility of the Customer (Cont'd)

   d. When a customer elects to interconnect, he must provide all of the terminal equipment on the customer's side of the Company provided connecting arrangement.

   e. The customer desiring to connect customer provided equipment to the exchange and message toll telecommunications network must notify the Company in writing 120 days prior to the desired in-service date. The above time interval is based on the maximum anticipated equipment delivery interval, however, every effort will be made to shorten this interval if manufacturing and delivery schedules permit. The written notification shall include:

   1. Type and manufacturer of each item of equipment.

   2. The number of access lines desired, when the customer desires to provide his entire communications system.

   3. The characteristics (e.g., electrical, dial, signaling, transmission, power) of the equipment to be used. If the equipment is being provided by the customer for interconnection has not been tested or evaluated by The Company prior to application for connection, such equipment will be available for testing purposes on or before a date which shall be specified by the Company.

   f. Access to and control of the local exchange and message toll telecommunications network by computer or any other device that generates repetitive attempts automatically to access any single telephone network circuit is prohibited.

   g. Notwithstanding any contrary provision herein, the Company may require, as a condition precedent to the provision of interconnection service, full payment by the customer of all sums due the Company, including but not limited to reimbursement for loss or damage to telephone facilities, periodic charges for facilities and service, termination charges, installation charges, minimum charges or otherwise.

   h. An access line customer must subscribe to sufficient quantities of access lines to allow no more than one (1) busy condition per one-hundred (100) calls, in order to provide for adequate access to his customer-provided communications system in accordance with accepted communications industry standards. Such determination shall be made from traffic studies according to standard industry practices.

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GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC.

SECTION 17

CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

GENERAL (Cont'd)

1. Responsibility of the Customer (Cont'd)

   i. Customer provided station apparatus may be used with the facilities furnished by the Company for exchange and message toll telephone service provided that such station apparatus complies with the criteria contained under SYSTEM REQUIREMENTS.

   j. Commercial power necessary to operate connecting arrangements shall be provided at the customer's expense.

   k. The customer shall subscribe to the same classification of service for use with customer provided equipment as is required for use with similar telephone company provided equipment.

2. Responsibility of the Company

   a. The Company shall not be responsible for the installation, operation or maintenance of any customer-provided communications systems and/or terminal equipment. Exchange and message toll telephone services are not represented as adapted to the use of customer-provided communications systems and/or terminal equipment and the Company shall not be responsible for the through transmission of signals generated by the customer-provided communications systems and/or terminal equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer-provided communications systems and/or terminal equipment. The use of customer-owned equipment in connection with the facilities of the Company is permitted only on the condition that the liability of the Company for damages arising out of mistakes, omissions, interruptions, delays, or errors or defects in transmission, or failures or defects in the connecting equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the customer, or of the Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which such mistake, omission, interruption, delay, or error or defect in transmission, or failures or defects in the connecting equipment occurs. See also Allowance for Failure of Service, Section 1 of this tariff.

   b. The Company shall not be responsible to the customer or otherwise of changes in the criteria contained under SYSTEM REQUIREMENTS, or in any of the facilities, operations or procedures of the Company which might render any customer-provided communications systems and/or terminal equipment obsolete or require modification or alteration of such equipment or otherwise affect its use or performance.
GENERAL (Cont'd)

3. Violation of Regulations

   a. Where any customer-provided communications systems or terminal equipment is used with exchange
      and message toll telephone services in violation of any of the provisions of this tariff, the Company will
      take such immediate action as necessary for the protection of the network, and will promptly notify the
      customer of the violation. The customer shall discontinue such use of the equipment or correct the
      violation and shall confirm in writing to the Company within ten (10) days, following the receipt of written
      notice from the Company, that such use has ceased or that the violation has been corrected. Failure of
      the customer to discontinue such use or to correct the violation and to give the required written
      confirmation to the Company within the time stated above shall result in disconnection of the customer's
      service until such time as the customer complies with the provisions of this tariff. The company reserves
      the right to disconnect, at the coupling device, any customer-provided equipment which may prove to
      have a harmful effect on the switching network.

   b. No equipment, apparatus, circuit or device not furnished by the Company shall be attached to or
      connected with the facilities furnished by the Company, whether physically, by induction or otherwise,
      except as provided in this tariff. In case any such unauthorized attachment or connection is made, the
      Company shall have the right to remove or disconnect the same; or to suspend the service during the
      continuance of said attachment or connection; or to terminate the service.

4. Initial Service Periods (See Section 8 of this tariff).

5. Advance Payments (See Section 2 of this tariff).

6. Payment for Service

   The subscriber is responsible for payment of all charges for facilities and services furnished, including charges
   for services originated, or charges accepted, at such facilities as provided for in Section 1 of this tariff under
   Default of Payments or Violation of Regulations.

7. Termination of Contracts (See Section 9 of this tariff).
GENERAL EXCHANGE TARIFF
WINDSTREAM OF THE MIDWEST, INC.

CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

GENERAL (Cont'd)

8. Private Branch Exchange Operation

All operating at the subscriber's premises is performed at the expense of the subscriber and must conform with the rules and regulations of the Company.

9. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs. (See also Section 8 of this tariff).

10. Improper Use of Service (See Section 1 of this tariff).

11. Tampering with Equipment

The Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment which shows any evidence of tampering, manipulation or operation, or use of any device whatsoever, for the purpose of obtaining telephone service without payment or the charges applicable to the service rendered.

12. Transmitting Messages

The Company does not transmit messages but offers the use of its facilities when available for communications between parties, each of whom is present at the telephone.

13. Arrangements with Other Companies

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

14. Identification of Automatic Announcements

Use of Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements is subject to the following conditions:

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WINDSTREAM OF THE MIDWEST, INC.

GENERAL (Cont'd)

14. Identification of Automatic Announcements (Cont'd)

a. For purposes of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the company must include in the recorded message the name of the organization or individual responsible for the service and the address at which the service is provided.

b. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.

c. Non-published telephone service will not be furnished for use with recorded public announcements.

d. Failure to comply with the provisions of this tariff shall be cause for termination of the service.

15. Maintenance and Repairs

All ordinary expense of maintenance and repair of Company equipment unless otherwise specified in the Company's tariff, is borne by the Company. In case of loss, or damage to, or destruction of, any of the company's instruments or accessories, not due to ordinary wear and tear the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber.

SYSTEM REQUIREMENTS

1. Application

Customers desiring to interconnect are required to submit technical information relating to the equipment or systems to be interconnected 120 days in advance of their desired service date, in order that compatibility of such systems or equipment with the telecommunications system can be determined in advance of installation by the Company. In addition, the Company reserves the right to inspect completed installations of customer-owned and maintained terminal equipment prior to approval by the Company to determine that said installation will not cause hazardous voltages to be connected to facilities of the Company; will provide proper network control signaling; and will not exceed voice band and out-of-voice band...
1. Application (Cont'd)

transmission levels as set forth in this tariff. A charge based on cost will be made by the Company for inspection of customer owned and maintained terminal equipment installations. Further the Company reserves the right to inspect and review the customer-provided system and/or terminal equipment at periodic intervals to insure continuing adherence to the technical requirements outlined in this tariff. The customer must permit the Company to have access to and use of the customer's station apparatus and attendant's console(s) or switchboard for the purpose of inspection and testing. Information regarding the technical requirements of the Company for customer-owned and maintained equipment may be obtained by contacting the local business office.

2. Technical Criteria

a. Network Control Signaling

Network Control Signaling is defined as the transmission of signals used in the exchange and message toll network which perform functions such as supervision (control, status and charging signals), address signaling (calling and called number identification), audible tone signals (call progress signals indicating re-order or busy conditions) to control the operation of switching machines in the exchange and message toll network. Satisfactory performance of the exchange and message toll services network requires continuing functional compatibility of the network control signals and the switching equipment involved. To assure such continuing compatibility, network control signaling (except customer-provided tone-type address signaling functions performed by customer-provided equipment) in the furnishing of exchange and message toll services shall be performed by equipment furnished, installed and maintained by the Company.

b. Direct Electrical Connection

Customer-provided voice transmitting and/or receiving communications systems and/or terminal equipment which involves direct electrical connection to the facilities furnished by the Company for exchange and message toll telephone services may be connected with such facilities in accordance with (1) and (2) following:

1. The connection shall be made through a Company network control signaling unit and a connecting arrangement which shall be furnished, installed and maintained by the Company and billed the appropriate rates found in Section 5 in this tariff.

Where a data access arrangement is furnished in connection with customer-provided terminal equipment and such terminal equipment is used for both voice and data communication, the data access arrangement may be used to connect the customer-provided equipment for voice communications.
SYSTEM REQUIREMENTS (Cont'd)

2. Technical Criteria (Cont'd)

b. Direct Electrical Connection (Cont'd)

2. To protect the exchange and message toll network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the following minimum network protection criteria:

A. To prevent excess noise and crosstalk in the network it is necessary that the long term average power of the applied signal during established connections not exceed 12db below one milliwatt at the serving central office. To insure that this limit is not exceeded, the power of the signal which may be applied by the customer-provided communications systems and/or terminal equipment to the Company interface located on the customer’s premises will be specified by the Company for each type of connecting arrangement, but in no case shall it exceed one milliwatt.

B. To protect other services it is necessary that the signal which is applied by the customer-provided equipment to the Company interface located on the customer’s premises meet the following limits:

1. The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in 2.b.2.A above.

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

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

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

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

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

SYSTEM REQUIREMENTS (Cont'd)

2. Technical Criteria (Cont'd)

   c. Acoustic, Inductive Connections

   1. Customer-provided voice transmitting and/or receiving terminal equipment may be automatically connected with Company facilities and customer-provided voice receiving equipment may be inductively connected with Company facilities for exchange and long distance message telecommunications services provided the acoustic or inductive connection is made externally to a Company network control signaling unit.

   2. To protect the exchange and message toll network and the services furnished to the general public by the Company from harmful effects, the customer-provided voice transmitting equipment must comply with the following minimum network protection criteria:

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

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CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

2. Technical Criteria (Cont'd)
   c. Acoustic, Inductive Connections (Cont'd)

2. (Cont'd)

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

   1. The power in the band from 3,995 Hertz to 4,005 Hertz shall be at least 18db below the power of the signal as specified in 2.c.2.A above.

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

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

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

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

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

CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

ALARM REPORTING EQUIPMENT

1. Basis of Connection - Customer-provided Alarm Reporting Equipment which sends dial pulses corresponding to a predetermined telephone number and then transmits a prerecorded voice alarm message may be connected to the facilities of the Company subject to the following regulations:

   a. Such equipment may be connected only to individual dial Central Office, Private Branch Exchange or CENTREX station lines.

   b. Connection to the Company's facilities shall be made only through use of connecting equipment provided by the Company. Such connecting equipment seizes the associated line upon receipt of a signal from the customer-provided equipment, reconstitutes the dial pulses received from the customer-provided equipment, restricts the transmission path to outward transmissions and automatically terminates the connection at the conclusion of the voice alarm message.

   c. Customer-provided Alarm Reporting Equipment shall not be used to interconnect any line or channel of the Company with any other communications line or channel of the Company or of any other person.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: August 7, 2006
BUSINESS AND PBX ACCESS LINE SERVICE

1. Application

a. Subscribers wishing to provide their own business communications systems must subscribe to access line service as a means of connection to the Company's switching network. Access line service will be that subscriber's sole means of connection to the Company's switching network and cannot be combined with any other exchange service.

b. Directories: A subscriber to access line service will receive without charge the number of directories the Company judges necessary to provide proper service. The subscriber will be listed once in the local directory without charge (termed the primary listing) regardless of the number of access lines subscribed to. Additional directories may be purchased from the Company at the current cost to provide them. See also Section 1 of this tariff (Directory Responsibilities and Ownership). Additional directory listings may be subscribed to in accordance with the provisions of Section 14 of this tariff.

c. In the event an existing subscriber of local exchange service decides to convert to access line service, the Company reserves the right to physically recover its facilities.

d. The subscriber has no property right in the access line telephone number or any right to continuance of service through any particular office. The Company may change the access line telephone number or the central office designation, or both, of a subscriber whenever it deems it necessary in the conduct of its business to do so.

2. Access Charge

Subscribers to access line service will not be charged for calls made to any location within their respective exchange calling area. Exchange calling areas for each exchange are shown in the Local Exchange tariff. Calls by access line subscribers to any point outside of their respective exchange calling area will be charged at the appropriate message toll charges.

3. Inside and Outside Moves and Changes

Inside and outside moves and changes will be charged for on a cost basis with a minimum charge of $5.00. Any reconnection or restoration of service will be treated as a new installation and charges associated with a new installation will apply. Charges for moves and changes will be billed to the customer upon completion of the work.
GENERAL EXCHANGE TARIFF
WINDSTREAM OF THE MIDWEST, INC.

CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

BUSINESS AND PBX ACCESS LINE SERVICE (Cont'd)

4. Monthly Rates Per Access Line

The monthly rate per access line shall be the same as that for individual line business and 2-way PBX trunks as provided for in the Local Exchange tariff.

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CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

CONNECTING ARRANGEMENTS FOR CUSTOMER PROVIDED VOICE TRANSMITTING AND RECEIVING TERMINAL EQUIPMENT (Cont'd)

1. Equipment for Recording Conversations
   a. Recorder Connector Equipment

1. Regulations

Telecommunications services are not represented as adapted to the recording of two-way telephone conversations. However, customer-provided voice recording equipment may be connected with telecommunications services, in accordance with 1.c. following, subject to the following conditions or 1.b.:

A. A distinctive recorder tone that is repeated at intervals of approximately fifteen seconds is required when recording equipment is in use and is electrically connected with services of the Company, except that the distinctive recorder tone described is not required:

   (1) When all parties to the telephone conversation give their prior consent to the recording of the conversation, and the prior consent is obtained in writing or a part of, and obtained at the start of, the recording.

   (2) When used by a Federal Communications Commission licensed broadcast station customer for recording of two-way telephone conversations solely for broadcast over the air.

   (3) When used by the United States Secret Service of the Department of Treasury for recording of two-way telephone conversations which concern the safety and security of the person of the President of the United States, members of his immediate family, or the White House and its grounds.

   (4) When used by a broadcast network or by a cooperative programming effort composed exclusively of Federal Communications Commission broadcast licensees to record two-way telephone conversations solely for broadcast over the air by a licensed broadcast station.

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CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

CONNECTING ARRANGEMENTS FOR CUSTOMER PROVIDED VOICE TRANSMITTING AND RECEIVING TERMINAL EQUIPMENT (Cont'd)

1. Equipment for Recording Conversations (Cont'd)
   a. Recorder Connector Equipment (Cont'd)

   1. Regulations (Cont'd)

      B. Customer-provided voice recording equipment may not be connected with services of the Company for the recording of two-way telephone conversations by means of an acoustic or inductive connection, except when used as specified in (1)(a)1.A.(1) through (1)(a)1.A.(4) preceding.

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

1. Individual Line Service

   Direct electrical connection of customer provided mobile radio transmitting and/or receiving equipment to
   one-party telephone lines shall be made through a voice coupler.

2. PBX and Lamp and Key Systems

   Charges for connection of customer provided mobile radio equipment to PBX, lamp and key equipment or
   facilities other than provided for in paragraph (1) above shall be based on cost.

PUBLIC ADDRESS OR LOUDSPEAKER PAGING EQUIPMENT

1. Customer-provided public address or loudspeaker paging equipment, which includes amplifiers, receiving
   speakers and associated wiring used to transmit paging messages or announcements in one direction only, may
   be used in connection with Company facilities for PBX, CENTREX or key telephone systems subject (M) to the
   following conditions:

   a. Connection of customer-provided public address or loudspeaker paging equipment with facilities of the
      Company shall be made only through connecting equipment or arrangements furnished by the Company.
      The connecting equipment or arrangements will include a connecting block or equivalent to which the
      customer-provided public address or loudspeaker paging equipment will be connected.

   b. Company facilities when so connected may be used only to transmit messages or signals to
      customer-provided public address or loudspeaker paging equipment. Such public address or
      loudspeaker paging equipment may not be used to originate messages into Company facilities.

   c. Paging service lines will be installed by the Company between the Company's common equipment
      location and the customer's. Such one-way circuits are furnished solely to provide access to the
      customer's public address or loudspeaker paging equipment from Company private branch exchange or
      push button telephone systems.
GENERAL EXCHANGE TARIFF
WINDSTREAM OF THE MIDWEST, INC.

SECTION 17
Original Sheet 17

CUSTOMER PROVIDED COMMUNICATIONS SYSTEMS AND TERMINAL EQUIPMENT

MAINTENANCE OF SERVICE CHARGES

1. A non-recurring charge will apply for each repair visit to a customer's premises in connection with a service difficulty when it is determined that the difficulty was due to a condition in a customer-provided terminal equipment, customer maintained wiring, or communications system which is arranged for connection to Company facilities.

<table>
<thead>
<tr>
<th>Service</th>
<th>Non-Recurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Service</td>
<td>$ 38.50</td>
</tr>
<tr>
<td>Data Service</td>
<td>$ 190.00</td>
</tr>
</tbody>
</table>

PERIPHERAL SERVICES

1. Peripheral services include such items as customer service adviser services, station user training services, traffic study services, traffic study analysis services, testing from central office, and other miscellaneous peripheral services. These services may be provided at the discretion of the Company and will be charged for the appropriate cost to provide them.

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Semi-public service will be provided for use with customer-provided coin or non-coin-operated telephones at locations accessible to the public, e.g., stores, business places, including boarding or rooming houses and schools or college buildings, where desired by the owner of the premise.

1. Responsibility of the Customer

The customer shall be responsible for the installation, operation and maintenance of any customer-provided coin or non-coin-operated telephones used in connection with this service.

The customer shall be responsible for the payment of any charges for visits by a Telephone Company employee to the customer's premises when a service difficulty or trouble report results from the use of customer-provided coin or non-coin-operated telephones and facilities.

The customer shall be responsible for payment of charges for all toll messages originating from or accepted at this type of service, including Directory Assistance as listed in Section 23 of this Tariff. The customer is also responsible for appropriate charges as listed in Section 5 of this Tariff.

Customer-provided coin telephones must be registered in compliance with Part 68 of the FCC’s Registration Program or connected behind FCC registered coupler.

Such customer-provided coin telephones must have the following operational characteristics:

a. Must be able to access the Telephone Company operator at no charge and without using a coin.

b. Must be able to access 911 Emergency Service, where available, at no charge, without using a coin, and, when such instrument can only access 911 Emergency Service by use of a dialing sequence other than 911, must prominently display on such instrument, the appropriate dialing sequence to access 911 Emergency Service, where available.

c. Must be able to access all interexchange carriers unless the customer is an interexchange carrier in which case access may be limited to that carrier.

d. Must comply with all applicable federal, state and local laws and regulations concerning the use of these telephones by disabled persons and the hearing impaired.

e. Must allow the completion of both local and long distance calls from the zero (0) level.

The customer shall cause to be prominently displayed on each customer-provided coin telephone used in connection with this service the name of the owner of such instrument, the procedure for reporting service difficulties and obtaining customer refunds, and the percentage by which the cost to the customer of long distance calls is increased to the user of such equipment.

2. Violation of Regulations

Where any customer-provided coin telephone is in violation of this tariff, the Telephone Company will promptly notify the customer of the violation and will take immediate action, including the disconnection of service, as is necessary for the protection of the telecommunications network.
CUSTOMER-OWNED COIN OPERATED TELEPHONE SERVICE (COCOTS)

CUSTOMER-OWNED COIN OPERATED TELEPHONE SERVICE (COCOTS) (Continued)

2. Violation of Regulations (continued)

and Telephone Company employees.

The customer shall discontinue use of the customer-provided coin telephone or correct the violation and notify the Telephone Company in writing within 5 days after receipt of such notice that the violation has been corrected.

Failure of the customer to discontinue such use or to correct the violation will result in the suspension of the customer's service until such time as the customer complies with the provisions of this tariff.

in order to provide adequate service, only one coin operated instrument per COCOT semi-public service line is allowed. The line cannot be switched, multiplexed or concentrated. Telephones for answering purposes may be furnished for use by the customer but cannot be equipped with coin collecting devices.

3. Rates

a. Rates for semi-public service provided for customer-owned coin equipment are listed in the Local Exchange Tariff as COCOT service.

b. Upon achieving measurement capability and receiving approval from the Nebraska Public Service Commission, the measured individual line business rates would be applicable in those exchanges having Local Measured Service.

4. Billed Number Screening and Blocking (BNSB)

Billed Number Screening and Blocking is available for Customer-Owned Coin Operated Telephone Service (COCOTS). BNSB prevents end-users from billing messages to the COCOT bill number at the 0-level of calling. The following rates apply in addition to the service ordering charges as described in Section 5 of this tariff.

<table>
<thead>
<tr>
<th>Service Order Charge</th>
<th>Rate</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billed Number Screening and Blocking</td>
<td>$7.41</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

5. Coin Supervision Additive

Coin Supervision Additive - provides for the collection, return, recognition, announcements and pre-prompting for overtime; monitors signals from the pay telephone equipment to identify when and what denomination of coins are deposited; identifies the status of attempted calls and sends signal to the pay telephone equipment to collect the appropriate coins when calls are completed, or returns coins when calls are not completed.

Monthly Rate: $8.89 (f)

NOTE: (f) The installation charge will be waived if billed number screening and blocking is ordered at the time access line service is ordered.
SUSPENSION OF SERVICE

MAIN STATION SERVICE

1. Complete temporary suspension of service is available to subscriber for any class of business or residence service. Supplemental service is suspended only when the associated main station service is suspended.

2. The suspension rate will not be applicable until after the service has been in effect at full rate for at least one month.

3. If the service suspended is restored to normal usage within thirty (30) days, the full service rate applies for the period of suspension.

4. If the service is suspended for a period of thirty (30) days or longer, the reduction in charges for one or more central office lines terminating at the same location and associated supplemental service is equal to 50% of the regular exchange service charge for each item of service and facilities for the period so suspended. The service will be suspended for a minimum period of ten (10) days.

5. If the computed rate includes a fractional part of a cent, the rate to be charged is obtained by raising or lowering the computed rate to the nearest cent. If the fractional part is one-half of a cent, the next higher cent is to be applied.

6. Full service rate for one month must be applied between periods of suspension.

7. During periods of suspension, third number or credit card long distance calls may be charged against the suspended number by the customer.

8. Reference service is provided if available at the serving exchange, by either having all calls referred to another number or a message will be given to all calling parties by the intercepting operator which states the number has been temporarily disconnected at the customer's request.

9. A service ordering charge will be applied for suspension of service as provided for in Section 5 of this tariff. A Central Office charge will not apply.
CUSTOM RINGING SERVICE

GENERAL

Custom Ringing Service is a central office based service which provides up to three distinctive ringing codes on incoming calls, using one individual access line. The distinctive ringing codes are achieved by assigning up to 3 additional telephone numbers to the access line. The customer is entitled to one free listing in the alphabetical section of the telephone directory for each Custom Ringing Service number.

REGULATIONS

1. Custom Ringing Service is provided with individual exchange access lines subject to central office switching capabilities. Custom Ringing Service may be unavailable with some services due to technical limitations.

2. Custom Ringing numbers are subject to a minimum service period of one month.

3. Itemized billing is not available on Custom Ringing numbers for originating calls.

4. Intercept Service is available to subscribers of Custom Ringing on a per number basis. In addition, the following terms and conditions apply:
   A. When the access line number remains in service, Custom Ringing numbers can be individually intercepted.
   B. When the access line number is intercepted, all Custom Ringing numbers must be intercepted. Exceptions: If another access line is installed at the premises, Custom Ringing numbers can either remain in service or be individually intercepted.

5. When the customer's access line is equipped with Call Waiting, and the line is busy, incoming calls will generate a distinctive Call Waiting tone at no additional charge.

6. When the customer's access line is equipped with Call Forwarding, and there are no technical limitations within the central office switch, the customer will have all Custom Ringing numbers forwarded with the access line number.

   Call Forwarding rates apply only to the access line number. Distinctive ringing will not be heard at the forwarded location.

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CUSTOM RINGING SERVICE

RATES

1. When at the request of the customer, additions or changes are made to the Call Forwarding options, the Call Forwarding Install/Change Charge applies as specified in Section 21 of this tariff, in addition to applicable service charges as specified in Section 5 of this tariff.

2. When one or more of the Custom Ringing numbers are installed or changed on the same line at the same time, only one nonrecurring charge will apply.

3. The following rates and charges apply per individual line equipped, in addition to the applicable Service Charges as described in Section 9 of this tariff.

<table>
<thead>
<tr>
<th>Custom Ringing</th>
<th>LINSEC</th>
<th>Monthly Rate</th>
<th>Residence</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>• First additional number</td>
<td>CR,BUS1</td>
<td>$11.11 (I)</td>
<td>$5.00</td>
<td>$6.00</td>
</tr>
<tr>
<td>• Second additional number</td>
<td>CR,BUS2</td>
<td>$8.89 (I)</td>
<td>$4.00</td>
<td>$6.00</td>
</tr>
<tr>
<td>• Third additional number</td>
<td>CR,BUS3</td>
<td>$8.89 (I)</td>
<td>$4.00</td>
<td>$6.00</td>
</tr>
</tbody>
</table>

Issued: February 15, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
CUSTOM CALLING SERVICES

Custom Calling Services furnish the following services to the customer:

1. Speed Calling - permits placing local and long distance calls to either 8 or 30 preselected telephone numbers by dialing an abbreviated code. To add a number to the calling list, the customer uses his own telephone.

2. Call Waiting - a distinctive tone informs the telephone user that another call has been placed to his/her line. By briefly depressing the hookswitch, the user will be connected to the second caller while holding the first; subsequent depressions of the hookswitch will allow the user to alternate between callers.

A customer with Caller ID Plus may also receive name and number information on a call that is waiting. (The customer must have the appropriate CPE.)

Call Waiting Options - prompts users with the appropriate CPE the following options: switch to a new call, add the new call (join), forward to voice mail, play a message, or play a busy message.

3. Three Way Calling - permits a telephone user to add a third party to an existing local or long distance call. It will also permit a telephone user to consult privately with a third party while holding the original call. This service is available on a usage or subscription basis.

4. Selective Class of Call Screening - permits a customer, by means of telephone company operator identification, to restrict outgoing toll calls from station users to only those calls which are charged to the called telephone, a third number, or a telephone company calling card account.

A. All local calls and calls to telephone company numbers such as Repair Service, Directory Assistance Service, and public emergency service numbers such as 911 will be permitted.

B. This service is available to all customers where facilities permit.
5. Cancel Call Waiting - permits the customer with Call Waiting to inhibit the operation of Call Waiting for one call. Call Waiting is automatically restored to the customer’s line upon a disconnect.

6. Caller Identification Plus - allows for the automatic delivery of a calling party’s telephone number (including nonpublished and nonlisted telephone numbers) as well as a name or the city from which the call was placed. The service gives the called customer an opportunity to decide whether to answer the call immediately or not. The number as well as name or city information are displayed on customer premise equipment.

7. Caller Display Blocking - enables a customer to control the disclosure of their telephone number, name or the city from which the call is being placed to a subscriber of Caller Identification or Caller Identification Plus Service (where technically feasible) by temporarily changing the public/private status indicator of the telephone number. The public status will allow delivery of calling party information to the called party while the private status will not. Caller Display Blocking is established by dialing *67 (or 1167 from rotary or pulse-dialing phones) to change the status indicator from public to private. On lines that have per-line blocking, the dialing of *67 (or 1167 from rotary or pulse-dialing phones) changes the status indicator from private to public.

8. Last Call Return - enables a customer to perform an activation procedure and automatically redial the last incoming number without having to know the number of the calling party. This service is available on a usage or subscription basis.

9. Continuous Redial - automatically redials the last number a customer dials. If the called party’s number is busy, special ringing will alert the customer when the calling number becomes idle. This service is available on a usage or subscription basis.

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10. Priority Call - If the customer's telephone is onhook, a distinctive ring will alert the customer when a telephone number on their Priority Call screening list is calling. If the customer's telephone is offhook and the customer subscribes to Call Waiting, a distinctive call waiting tone will alert the customer.

This feature uses a call screening list and can be activated or deactivated by the customer. When the feature is activated and a telephone number in the call screening list calls the customer, the specific function is performed. The call screening list is maintained by the customer via a telephone.

11. Selective Call Forwarding - Permits the transfer of incoming calls from telephone numbers on the customer's Selective Call Forwarding screening list to be transferred to any dialable number. The number can be selected by the customer each time Selective Call Forwarding is activated. If the alternate location is not a free call, the customer will be billed for each call forwarded.

This feature uses a call screening list and can be activated or deactivated by the customer. When the feature is activated and a telephone number in the call screening list calls the customer, the specific function is performed. The call screening list is maintained by the customer via a telephone.

12. Call Rejection - When this feature is activated, calls from telephone numbers on the customer's Call Rejection screening list will not ring the customer's telephone. The calling party will receive a rejection announcement informing them that their call has been rejected by the customer.

This feature uses a call screening list and can be activated or deactivated by the customer. When the feature is activated and a telephone number in the call screening list calls the customer, the specific function is performed. The call screening list is maintained by the customer via a telephone.

13. Call Trace - allows a called party to initiate an automatic trace of the last call received. Call Trace is available on a usage basis only. After receiving the call which is to be traced, the customer dials a code and the traced telephone number is automatically sent to the Company for further action. The customer originating the trace will not receive the traced telephone number. The results of a trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The Company is not liable for damages if, for any reason, the Call Trace attempt is not successful.

14. Trap and Trace - when this feature is requested by the customer, the telephone company will utilize trap and trace software on the customer's line in the central office for a period of two weeks. During this period, the customer will be billed for each customer reported call that the customer requests to be traced. The results of the trap and trace will be furnished only to legally constituted law enforcement agencies or authorities upon proper request by them. The Company is not liable for damages if, for any reason, the Trap and Trace attempt is not successful. No Charges apply for Trap and Trace when the service is ordered by authorized law enforcement agencies, public or private schools and entities designated as rape and/or spouse abuse centers.
CUSTOM CALLING SERVICES

GENERAL (Cont'd)

15. Call Forwarding - Busy Line - Allows a customer to have incoming calls forwarded to another predetermined number if the called number is busy.

16. Call Forwarding/Don’t Answer - Allows a customer to have an incoming call forwarded to another number if the customer does not answer after a preset number of ringing cycles.

17. Call Forwarding - Permits transfer of all incoming calls automatically to any dialable number. The number can be selected by the customer each time Call Forwarding is activated. If the alternate location is not a free call, the customer will be billed for each call forwarded.

18. Remote Access Forwarding - Allows all incoming calls to be forwarded to another telephone number. It allows the customer to remotely change the termination of their incoming calls. From any tone signaling telephone, the customer can activate, deactivate, or change the destination number.

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## CUSTOM CALLING SERVICES

### RATES

1. The following rates and charges apply in addition to the Service Ordering Charges as described in Section 5 of this Tariff:

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rate</th>
<th>Package Rate</th>
<th>Install/Change Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting (CC,CL WT)</td>
<td>$4.44 (I)</td>
<td>$4.07 (I)</td>
<td></td>
</tr>
<tr>
<td>Call Waiting Options</td>
<td>N/A</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Caller Identification Plus (CC, CL ID+)</td>
<td>$9.63 (I)</td>
<td>$9.63 (I)</td>
<td></td>
</tr>
<tr>
<td>Caller Number Display Blocking</td>
<td>0.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>(Not eligible for package discount and not available in exchanges where interstate calling party number services are provided.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cancel Call Waiting (CC,CNCL CL WT)</td>
<td>0.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Continuous Redial (CC,CONT REDIAL)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Last Call Return (CC,LAST CL RET)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding-Busy</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Call Forwarding-No Answer</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Selective Class of Call Screening (3)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>(Not eligible for package discount)</td>
<td>$3.70 (I)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>(CC,SLV CLS SCG TOT)</td>
<td>$3.70 (I)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>(CC,SLV CLS SCG PART)</td>
<td>$3.70 (I)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>(CC,SLV CLS SCG SPL)</td>
<td>$7.41 (I)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Call Trace (CC,CL TRC) per activation - $1.00</td>
<td>$11.11 (I)</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>(Service Ordering Charges per Section 9 of this Tariff do not apply to Call Trace.)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Custom Ringing</td>
<td>$5.00</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>$11.11 (I)</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
CUSTOM CALLING SERVICES

RATES (Cont'd)

<table>
<thead>
<tr>
<th>Service</th>
<th>Monthly Rate</th>
<th>Package Rate</th>
<th>Change Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Calling</td>
<td></td>
<td>(2)</td>
<td>(1)</td>
</tr>
<tr>
<td>Capacity of 8 preselected numbers (CC,SPD CL 8)</td>
<td>$2.59 (I)</td>
<td>$2.22 (I)</td>
<td></td>
</tr>
<tr>
<td>Capacity of 30 preselected numbers (CC,SPD CL 30)</td>
<td>$5.19 (I)</td>
<td>$4.44 (I)</td>
<td></td>
</tr>
<tr>
<td>3-Way Calling (CC,3WY CL)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Priority Call (CC,PRI CL)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Remote Access Forwarding</td>
<td>$10.29 (I)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Selective Call Forwarding (CC,CL FW D SLV)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Call Rejection (CC,CL REJ)</td>
<td>$3.70 (I)</td>
<td>$2.59 (I)</td>
<td></td>
</tr>
<tr>
<td>Trap and Trace (CC,TRP TRC)</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

2. Custom Calling Services, per occurrence

| Usage Basis Continuous Redial, per activation | $0.75         |
| Usage Basis Last Call Return, per activation  | $0.75         |
| Usage Basis Three-Way Calling, per activation | $0.75         |

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Little Rock, Arkansas 72212

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NPSG Comm. Dept.
CUSTOM CALLING SERVICES

RATES (Cont'd)

NOTES: (1) This charge is not reapplied when a subscriber moves within the same central office, and keeps the same Custom Calling Services. It is applicable for a change from one Custom Calling Service to another.

This charge is applicable on only the first two Custom Calling Services per order. If a customer orders three or more Custom Calling Services at the same time, this charge will only be applied on the first two services. This only applies to Custom Calling Services ordered at the same time.

(2) Package Rates

(a) Package rates apply to all other services if a customer subscribes to Caller Identification or Caller Identification Plus.

(b) Package rates apply when a customer subscribes to 3 or more Custom Calling Services eligible for package rates.

(3) The alternate number can be changed only at the central office and the appropriate service order charge applies, as provided for in Section 5 of this tariff, in addition to the installation and change charge.

(4) This feature can be controlled only at the central office and the appropriate service order charge applies, as provided for in Section 9 of this tariff, in addition to the installation and change charge.
CUSTOM CALLING SERVICES (Cont'd)

CUSTOM CALLING AND VOICE MAIL PACKAGES

1. The Essentials Package - includes Call Waiting, Continuous Redial, Last Call Return, and one selection of either Caller Identification or Caller Identification Plus. Where available and at the customer's option, the Continuous Redial or Last Call Return service(s) included in the Essentials Package can be substituted on a one-for-one basis with any of the following services:
   a. Call Forwarding
   b. Call Forwarding No Answer
   c. Call Forwarding Busy
   d. Selective Call Forwarding
   e. Call Rejection
   f. Priority Call
   g. Speed Calling
   h. Three-Way Calling

   The Call Forwarding Busy service is incompatible with Call Waiting at some switches.

2. The Answer Package - includes Call Forwarding Busy, Call Forwarding No Answer, and Voicemail Box. The Answer Package is available only to residential customers. No substitution of any service is allowed with the Answer Package. The Call Forwarding Busy service is optional due to its incompatibility with Call Waiting at some switches.
CUSTOM CALLING SERVICES (Cont'd)

CUSTOM CALLING AND VOICE MAIL PACKAGES (Cont'd)

3. The Works Package - includes Call Waiting, Continuous Redial, Last Call Return, Priority Call, Call Rejection, Selective Call Forwarding, Three-Way Calling, Speed Calling 30, and Call Forwarding along with one selection of either Caller Identification or Caller Identification Plus. No substitution of any service is allowed with the Works Package. The Call Waiting service is optional due to its incompatibility with Call Forwarding Busy at some switches.

4. Windstream Screen Phone Starter Package - includes Caller ID Plus, Call Waiting Options, Voice Mail, Call Forwarding No Answer and Call Forwarding Busy.

5. Windstream Screen Phone Complete Package - includes the same services as the Windstream Screen Phone Starter Package, plus Continuous Redial, Three-Way Calling, Last Call Return, Call Forwarding, Call Rejection and Priority Call.

6. The Combo Package - includes the Answer Package (Call Forwarding, Busy, Call Forwarding No Answer, and Voicemail) and Caller ID Plus, Call Waiting and Anonymous Call Rejection.

7. The Combo Package Plus - includes the Combo Package and Continuous Redial, Last Call Return, Priority Call, and Three-Way Calling.

8. The following rates and charges apply in addition to the Service Ordering Charges as described in Section 5 of this Tariff:

<table>
<thead>
<tr>
<th>Service Package</th>
<th>Monthly Rate</th>
<th>Install/Change Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Essentials Package, per package</td>
<td>$14.73 (I)</td>
<td></td>
</tr>
<tr>
<td>The Answer Package, per package</td>
<td>$6.95</td>
<td></td>
</tr>
<tr>
<td>The Works Package, per package</td>
<td>$18.77 (I)</td>
<td></td>
</tr>
<tr>
<td>Windstream Screen Phone Starter Package, per package</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>$14.90</td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>$25.10 (I)</td>
<td></td>
</tr>
<tr>
<td>Windstream Screen Phone Complete Package, per package</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>$19.95</td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>$32.51 (I)</td>
<td></td>
</tr>
<tr>
<td>Windstream Screen Phone Complete Package, per package</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential</td>
<td>$14.73 (I)</td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>$17.70 (I)</td>
<td></td>
</tr>
</tbody>
</table>

Special Promotion

New residential customers in Omaha may subscribe to an unlimited number of custom calling services for a period of 60 days at a monthly rate of $0.00.
CUSTOM CALLING SERVICES

REMOTE CALL FORWARDING

1. Remote Call Forwarding is a service whereby a call placed from a station to a customer's telephone number terminating in the central office is automatically forwarded by Telephone Company central office equipment to another dialable number, either local or in another exchange.

2. One listing in the white and yellow page directories covering the exchange in which the call forwarding central office is located is provided with this service.

3. Remote Call Forwarding is offered subject to the availability of facilities.

4. Remote Call Forwarding may not be terminated in a public coin telephone.

5. Identification of the originating telephone number will not be provided to Remote Call Forwarding customers.

6. Transmission may vary depending on the routing required, thus Remote Call Forwarding is not represented as suitable for transmission of data.

7. The Remote Call Forwarding terminating station may not be equipped with the Call Forwarding feature.

8. Remote Call Forwarding is provided on the condition that the customer subscribe to sufficient features or facilities to adequately handle calls without interfering or impairing services offered by the Telephone Company. If, in the opinion of the Telephone Company, additional Remote Call Forwarding features or facilities are needed to avoid interference with, or impairment of, services offered by the Telephone Company, the customer will be required to subscribe to such additional features or facilities. In the event the customer refuses to subscribe to adequate Remote Call Forwarding features or facilities, the service shall be subject to termination.

9. The calling party is responsible for toll charges associated with calls between the originating station and the call forwarding location. The Remote Call Forwarding customer is responsible for the applicable customer dialed station-to-station charges associated with messages between the call forwarding location and the terminating station.

10. Remote Call Forwarding Multi-Call allows forwarding of more than one call simultaneously to subscribers who forward to destinations, such as hunt groups, which can handle multiple calls. The multi-call feature will provide a maximum of six (6) simultaneous calls forwarded. Rates for Remote Call Forwarding are found in 12 following.

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC.

SECTION 21

CUSTOM CALLING SERVICES

REMOTE CALL FORWARDING (Cont’d)

11. When, at the request of the subscriber, a number change is requested for the call forwarding location, the number to which calls are forwarded or both, applicable Section 9 Service Charges and installation charges apply.

12. The following rates apply to Remote Call Forwarding and are in addition to applicable Service Charges as specified in Section 9 of this Tariff:

<table>
<thead>
<tr>
<th>Description</th>
<th>Monthly Charge</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remote Call Forwarding (CC,RMT CL FWD)</td>
<td>$32.59 (I)</td>
<td>$5.00 (1)</td>
</tr>
<tr>
<td>Remote Call Forwarding Multi-Call, 2 calls</td>
<td>$32.59 (I)</td>
<td>5.00 (1)</td>
</tr>
<tr>
<td>(CC,RMT CL FWD MC2)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote Call Forwarding Multi-Call, 3 calls</td>
<td>$32.59 (I)</td>
<td>5.00 (1)</td>
</tr>
<tr>
<td>(CC,RMT CL FWD MC3)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote Call Forwarding Multi-Call, 4 calls</td>
<td>$32.59 (I)</td>
<td>5.00 (1)</td>
</tr>
<tr>
<td>(CC,RMT CL FWD MC4)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote Call Forwarding Multi-Call, 5 calls</td>
<td>$32.59 (I)</td>
<td>5.00 (1)</td>
</tr>
<tr>
<td>(CC,RMT CL FWD MC5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote Call Forwarding Multi-Call, 6 calls</td>
<td>$32.59 (I)</td>
<td>5.00 (1)</td>
</tr>
<tr>
<td>(CC,RMT CL FWD MC6)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

13. Optional toll-free interexchange Remote Call Forwarding is available between exchanges where EAS is currently provided from the exchange associated with the call forwarding location to the exchange associated with the terminating station. The quantity of EAS charges to be applied to Remote Call Forwarding will be equivalent to the number of calls the customer elects to have forwarded simultaneously. Rates for EAS are specified in the Local Exchange Tariff.

NOTE: (1) Only one Installation Charge per order shall apply.

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BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212
Limited Local Measured Service (LLMS) provides a residential one-party access line with certain limitations. Specifically, LLMS will allow outgoing 911 and other abbreviated dialing calls (excluding 411) and unlimited incoming calls. LLMS will block 411, all outgoing toll calls (including 0-, 0+, 1 plus 10, dial around, and international calls), and all per use custom calling features. Outbound calls within the local and extended area service calling area will be allowed and will be charged a per minute rate as shown below.

LLMS is only available when purchased as part of a bundle that includes Windstream Communications, Inc.'s Broadband and Internet Services.

Rates and Charges

Customers will pay a flat monthly rate for LLMS plus a per minute rate for all outbound calls, as described above.

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Per Minute Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$17.78 (1)</td>
<td>$.10</td>
</tr>
</tbody>
</table>

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BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212
Effective: March 1, 2019
BLOCKING SERVICE

General

1. Blocking Service provides single party residence and business customers with the ability to block access from a particular network access line to all telephone numbers for which a certain Numbering Plan Area (NPA) or prefix must be dialed.

2. Types of Blocking Service available:
   A. 900 Blocking Service blocks access to all telephone numbers for which the 900 NPA must be dialed.

3. The service is classified as a local exchange telecommunications service.

Conditions

1. This Service is provided to single party customers only and is subject to availability of central office facilities and capabilities.

2. Basic Local Exchange Service will not be discontinued for non-payment of 900 Service charges.

3. Nonrecurring charges and service ordering charges will not apply the first time Blocking Service is installed on each individual access line. Customers with Blocking Service who move to a new location will receive Blocking Service at their new location at no charge. Nonrecurring charges and appropriate service ordering charges will apply for subsequent installations of Blocking Service on the same line. Requests by subscribers to remove 900 Blocking Service must be in writing.

Rates

1. Each line blocked is subject to the following charges:

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>900 Service Blocking</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

Issued: July 27, 2006  Effective: August 7, 2006

BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas  72212
INTEGRATED SERVICES DIGITAL NETWORK

1. **GENERAL**

A. **Description**

Integrated Services Digital Network (ISDN) is a digital service that provides an integrated voice/data capability to the customer premises facility, utilizing the public switched network. ISDN distributes voice, data, video, image and facsimile by two standard methods of access: a Basic Rate Service (BRS) or a Primary Rate Service (PRS). These are serving arrangements which conform to internationally developed, published, and recognized standards generated by the International Telecommunications Union (formerly CCIIT).

B. **Definitions**

**Account**

An account is equivalent to one customer at one address with the same type of Basic Rate Access (BRA).

**Basic Rate Service (BRS)**

BRS consists of up to three distinct channels on one pair of wires: two B (Bearer) channels and a D (Delta) channel.

**B (Bearer) Channel**

The B-channel carries circuit-switched voice and/or data communications at speeds up to 64 k/bits, from the customer's premises, over the loop facility, to the central office.

**B-Channel Circuit-Switched Data**

Circuit-Switched Data provides the capability of making data calls over the public switched network. Information is transmitted the same way as digitized voice. Like a voice call, a circuit-switched data call ties up network/system resources for the duration of the call. Similar to voice, Calling Line Identification functionality is provided.
INTEGRATED SERVICES DIGITAL NETWORK

1. GENERAL (Cont'd)

B. Definitions (Cont'd)

D (Delta) Channel

The D-channel carries signaling information up to 16 Kbps on BRS, and 64 Kbps for PRS, from the customer's premises to the central office. The D-channel has signaling functionality; it does not have voice capability.

Digital Subscriber Loop (DSL)

The ISDN basic rate interface loop from the CO to the customer's premises.

Primary Rate Service (PRS)

PRS has a capacity of 1.544 megabits per second (Mbps) and has multiple channels: 23 B-channels, and 1 D-channel, and is also known as 23B+D access. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information.
1. **GENERAL (Cont'd)**

   B. Definitions (Cont'd)

   **T1 Facility**

   This element is the digital facility transmitting at a rate of 1.544 Mbps. The T1 signal provided to the customer's premises will have a loss not greater than 16.5 dB. The T1 facility may be provided, at the customer's request, via a fiber optic facility between the Company's CO and the customer's premises. Construction charges, specified in Section 4, may apply.

   **T3 Facility**

   A channel for point-to-point, two-way, digital transmission at a rate of 44.736 Mbps. At the customer's request, a T3 facility may be provided between the Company's CO and the customer's premises. Construction charges, specified in Section 4, may apply.
INTEGRATED SERVICES DIGITAL NETWORK

1. GENERAL (Cont'd)

C. Terms and Conditions

1. General

a. The customer or the customer's authorized agent will be responsible for the procurement of associated customer premises equipment (CPE) and will ensure compatibility with the ISDN digital switch serving the customer.

b. This tariff may be used in conjunction with or referenced by other tariffs.

c. Basic Rate ISDN Service includes a comprehensive 2B+D package. Contained in the standard package are numerous voice and data features. The standard features and functions support two terminals per BRS. Within the standard package there is limited flexibility for customization and various optional features can be added. Basic Rate ISDN Service does not offer B-channel packet service capabilities.

d. Company shall terminate ISDN service at the Company Standard Network Interface (SNI) on the customer's premises. The SNI shall be the location, as established by State Commission Order, where applicable, or by mutual agreement between the parties, where the Company's protected network facilities and services end, and inside wire or a customer's network begins.

e. Should any change in inside wiring (including riser cable) not owned by the Company, or CPE, require the Company to redesign ISDN Service, the customer shall reimburse the Company for all costs incurred by the Company in making such a change. Should ISDN Service fail due to inside wiring (including riser cable) not owned by the Company, or CPE, the responsibility for failure shall be solely that of the customer, and the Company shall have no liability of any kind.

f. The customer is responsible for placement, installation, operation, maintenance, repair and replacement of all inside wire (including riser cable), not owned by the Company, and CPE that the customer uses in connection with this service. Premises wiring and CPE must be compatible with the Company's provision of ISDN Service.

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BY: 
Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
INTEGRATED SERVICES DIGITAL NETWORK

1. **GENERAL** (Cont'd)
   
   C. Terms and Conditions (Cont'd)
   
   1. General (Cont'd)
      
      g. If an ISDN Service interruption, disconnection, error, performance failure, or some other out-of-service condition occurs and lasts for more than 24 consecutive hours after the customer gives the Company notice of such out-of-service condition, except for problems caused by the customer's actions, inside wiring, interface or CPE, an out-of-service credit will be applied to the customer's bill. This credit shall be based on a 30 day month and shall be calculated by dividing the monthly rate for the ISDN Service affected by 30 days and multiplying that daily rate by the number of days, or major fraction thereof, that the ISDN Service was interrupted. This will be the customer's sole remedy.
      
      h. Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently or may not be available.
      
      i. Usage billing will be provided by call detail for a monthly charge of 2 cents per message displayed.

2. Availability

   a. The rates and charges specified for Basic Rate ISDN Service are applicable only to customers whose serving central office has been identified by the Company as having ISDN available.

   b. Basic Rate ISDN Service may be provided to customers from a central office other than their normal serving office as determined by the Company.

   c. Basic Rate ISDN Service is offered where ISDN compatible facilities and equipment are available. Service is generally considered available for loops 18 kilofeet or less in length. Loops greater than 18 kilofeet in total length must meet ISDN extension technology design requirements and will be considered available if ISDN compatible pair gain systems are in place or planned to serve the area based on the scheduled placement of compatible pair gain systems. If no pair gain system is in place or planned, loops greater than 18 kilofeet in length will also be considered available if single line loop extension equipment can be deployed and the loop is within the design limitation of this type of extension equipment. If the loop is greater than 18 kilofeet in length, the Loop Extension Charge, specified in 3.B.2., following, applies.

   d. Some services are not available and/or compatible with ISDN Service.

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
GENERAL EXCHANGE TARIFF

INTEGRATED SERVICES DIGITAL NETWORK

1. GENERAL (Cont'd)

C. Terms and Conditions (Cont'd)

3. Local Calling Areas and Telephone Numbers

   a. If a customer is provided service from a designated central office which is not the customer's normal serving office, the local calling area for the customer's ISDN Service will be that of the designated ISDN-equipped CO.

   b. Calling areas are subject to change as additional central offices become capable of directly providing Basic Rate ISDN Service to the customer's own and nearby serving area. Changing to a different serving central office will affect customer telephone numbers.

4. Indemnification

   a. It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of customer's material breach of this tariff. Indemnification shall include, but is not limited to, costs and attorney's fees.

   b. Customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire (including riser cable) not owned by the Company, CPE or customer's communications, result in any claim or legal action brought by any nonparty, the customer shall indemnify and hold the Company harmless.

   c. Customer is responsible for providing power for ISDN Service at the customer's premise. Unlike POTS, ISDN is not powered by the central office. In the event of a power failure at the customer's premise, ISDN Service will be interrupted for the length of the power failure. The customer shall hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of the customer's loss of ISDN Service as a result of a power failure at the customer's premise.

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Effective: August 7, 2006

BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
1. **GENERAL (Cont'd)**

   C. **Terms and Conditions (Cont'd)**

   5. **Protection of the Network**

      a. **The Company has the right and option to check the output of any equipment used in the transmission of signals, to or from the customer's premises, for this service. This includes Company provided facilities or other companies' facilities used in conjunction with provision of ISDN capabilities, such as CPE.**

      b. **The Company will notify the customer of any deviation from the authorized transmissions or specifications established in provision of the service.**

      c. **Upon notification by the Company that unauthorized transmissions are present due to customer equipment or facilities, the customer or customer's authorized agent will correct the situation on an expeditious basis or service will be disconnected by the Company to protect the network. The Company shall not be liable for and disclaims liability for losses which might be incurred as a result of disconnecting the service and disclaims any and all implied warranties, including, without limitation, warranties of merchantability and fitness for a particular purpose. With respect to such equipment or service, the Company shall not be liable for any incidental or consequential damages, including but not limited to loss, damage, or expense directly or indirectly arising from the customer's use of or inability to use this service or equipment, either separately or in combination with other services or equipment.**
2. PRIMARY RATE SERVICE

A. Description

The basic Primary Rate Service (PRS) structure consists of 23 B-channels and a D-channel, for a total transmission rate of 1.544 Mbit/s, which is equivalent to a T1 facility. Each 64 kbit/s B-channel carries user information such as voice calls, circuit-switched data, or video. The D-channel is a 64 kbit/s channel that is used to carry the control or signaling information. PRS structure may also be delivered as Fractional service consisting of a minimum 5 B-channels, up to 23 B-channels and a D-channel.

Circuit-Switched Data PRS consists of 23B+D, which is equivalent to a T1 facility. The customer may use CPE to bond together 64 kbit/s B-channels for the transmission of circuit-switched data or video.

B. Definitions

1. Service Configurations

   Fractional PRS (Minimum 5B+D up to 23B+D)

   This service configuration provides for a minimum of 5 B-channels and 1 D-channel. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information. When equipped, the D-channel can control a maximum of 479 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other PRS T1 facilities.

   23B+D

   This service configuration provides for 23 B-channels and 1 D-channel. The B-channels carry user information such as voice calls, circuit-switched data, or video, while the D-channel handles signaling information. When equipped, the D-channel can control a maximum of 479 B-channels. The B-channels may be provisioned on the same facility as the D-channel or on other PRS T1 facilities.

   24B

   This service configuration provides for 24 B-channels. The B-channels carry user information such as voice calls, circuit-switched data, or video. The signaling information is provided by a D-channel on the first T1 facility.

   23B-Back-up D

   This service configuration provides for 23 B-channels and a back-up D-channel. The back-up D-channel is used if the primary D-channel, which provides signaling for multiple T1 facilities, fails. All active calls are maintained during the switch-over to the back-up D-channel.
INTEGRATED SERVICES DIGITAL NETWORK

2. PRIMARY RATE SERVICE (Cont'd)

B. Definitions (Cont'd)

2. Service Types

Call-By-Call PRS

The PRS B-channels are configured to support inward and outward call flexibility predetermined by the customer's traffic flow.

Dedicated PRS

Each B-channel is dedicated to inward, outward, or 2-way traffic.

3. Usage

Circuit-Switched Data Connection

A Circuit-Switched Data Connection is a central office translation that provisions 23 or 24 B-channels on a PRS T1 facility. All B-channels are dedicated with 2-way operation and have access to the exchange network. Incoming calls are restricted to circuit-switched data or video.

ISDN Trunk Connection

An ISDN Trunk Connection (TC) is a central office translation that provisions each B-channel in a PRS. The TC allows access to the exchange network. One ISDN Trunk Connection is required for each B-channel used in a PRS.

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
2. PRIMARY RATE SERVICE (Cont'd)

B. Definitions (Cont'd)

4. Standard Features

Calling Number Identification

This feature displays the call identification information and the calling party's DN (including nonpublished and nonlisted DNs) prior to the call being answered. Callers have the ability to inhibit the display of calling party information to the terminating number.

Caller Name Identification

This feature (where available) allows the central office and the customer's suitably equipped CPE to communicate calling party name information (associated with the calling party's directory number) on calls carried by the PNS. This feature enables the terminating customer to view on a properly equipped telephone set or adjunct equipment, the Directory Name of the calling party in addition to the Directory Number.

Calling Number Identification Blocking-All Calls

All outgoing calls will be blocked for PNS customers where technically feasible as determined by the Company.

Direct Inward/Outward Dialing

Allows station users to place or receive calls by-passing the attendant.

Circuit-Switched Data

Allows the transmission of circuit-switched data on a voice channel.
INTEGRATED SERVICES DIGITAL NETWORK

2. PRIMARY RATE SERVICE (Cont'd)

C. Terms and Conditions

1. Each PRS consists of one Transport Service Configuration. A customer may request more than one PRS per premises.

2. Customer must subscribe to minimum 5B+D-channel activation per PRS.

3. Terms, conditions, rates and charges, as described for PRS, are in addition to the regular rates and charges for the service with which PRS is associated. If the standard service, as described and offered, does not meet a particular customer requirement, the customer may request and the Company may develop a Custom offering. Customized rates will apply.

4. Some services are not available and/or compatible with PRS.
2. **PRIMARY RATE SERVICE** (Cont'd)

   C. **Terms and Conditions (Cont'd)**

   5. The PRS facility may be provided from a foreign central office or foreign exchange at the DS 1 Transport Mileage rates. Associated charges will be applied to the PRS facility.

   6. PRS is provided for use by the end user customer only as a local switched service. PRS is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers, Interexchange Carriers, VoIP Service Providers or other carriers or providers for use in aggregating or transporting inter-exchange traffic. Such usage is strictly prohibited by this Tariff. Other services designed for and intended for such use are offered by the Company specifically via interconnection agreement or the Access Tariff.

   7. The PRS facility for all channels may be provisioned on an existing or new T3 facility.

   8. PRS customers must subscribe to a minimum of 5B+D Channel Service Configuration (Fractional PRS Service). A non-Fractional PRS subscription consists of one 23B+D Channel Service Configuration. Customers may elect multiple PRS subscriptions of 23B+D Channel Service Configurations.

   9. DID numbers associated with PRS are found in Section 7 of this tariff. A DID Trunk Termination, also found in Section 7, is required for each inward or 2-way B-channel TC in a PRS.

   10. Circuit-Switched Data PRS is only intended for data calls, including video.
2. **PRIMARY RATE SERVICE** (Cont’d)

D. Rates and Charges

1. Transport Service Configuration

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand-alone T1 facility, per 24 channel facility</td>
<td>ISDN PRI</td>
<td>$859.00</td>
</tr>
<tr>
<td>*Minimum 1 T1 facility</td>
<td></td>
<td>$679.00 (I)</td>
</tr>
<tr>
<td>T1 facility, provisioned on a T3, per T1 facility activated</td>
<td>ISDN PRI T3</td>
<td>$859.00</td>
</tr>
<tr>
<td>*Minimum 1 T1 facility</td>
<td></td>
<td>$468.06 (I)</td>
</tr>
</tbody>
</table>

2. ISDN DID/DOD Trunk Connection, per B-Channel[1]

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISDN PRI, TC</td>
<td></td>
<td>$88.65 (I)</td>
</tr>
</tbody>
</table>

3. Circuit Switched Data Connection, per B-Channel[1]

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISDN PRI, CSDC</td>
<td></td>
<td>$38.51 (I)</td>
</tr>
</tbody>
</table>

4. Nonrecurring change charges apply as follows.

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>All miscellaneous changes or rearrangements of facilities, per facility</td>
<td>$50.00</td>
</tr>
</tbody>
</table>

[1] Central Office Line charges, as specified in Section 9 of this tariff, apply to each B-Channel provisioned on the T1 facility.

---

**Issued:** February 15, 2019

**Effective:** March 1, 2019

**BY:** Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212
3. BASIC RATE SERVICE

Basic Rate ISDN Service is compatible with National ISDN and includes circuit-switched voice and circuit-switched data functionality.

A. Standard Features and Functions

Because of CPE selected by the customer or the customer's agent, some of the features offered may function differently, may not be available or may be required to be offered via an access code. The standard features and functions support two terminals per BRS.

Call Appearance (CA)

A CA is the position(s) on a terminal to which numbers are assigned. A Directory Number (DN) can be shared by more than one ISDN terminal. The quantity and/or position of CAs for the Primary Directory Number (PDN), Secondary Directory Numbers (SDN), and Shared Call Appearances (SCA) are limited by the standard configuration developed for the CPE.

Caller Identification Blocking - Per Call

This feature enables a customer to control the disclosure of his/her name and/or DN to a customer of Caller Identification (where technically feasible) by temporarily changing the public/private status indicator of the DN. A customer must dial a code before each call to change the indicator from public to private. "Public status" allows delivery of the name and/or DN. "Private status" prevents delivery of the name and/or DN. Per Call Blocking is provided at no charge.

Calling Line Identification

Calling Line Identification is provided on both an incoming and outgoing basis.

- Incoming (ICLID)

This feature displays the call identification information and the calling party's DN (including nonpublished and nonlisted directory numbers) prior to the call being answered. Calling party's name may not be available. Callers have the ability to inhibit the display of calling party information to the terminating number. ICLID is provided to the PDN and to any associated SDNs. ICLID cannot just display to the PDN when the number is shared.

- Outgoing (OCLID)

This feature provides a user who is originating a call with information about the called party and the facility or destination.
3. **BASIC RATE SERVICE (Cont'd)**
   
   **A. Standard Features and Functions (Cont'd)**
   
   **Primary Directory Number (PDN)**
   
   Each ISDN terminal is assigned one PDN, and two (2) additional appearances of the PDN.
   
   **Secondary Directory Number (SDN)**
   
   A SDN is any DN other than the PDN assigned to an ISDN terminal. If more than one SDN is assigned to a terminal, additional charges will apply.
   
   **Call Hold**
   
   This feature allows the user to place a call on hold by depressing a button.
   
   **Display**
   
   This feature provides the ISDN terminal a display of the time and date, calling number, call appearance identification, called number, incoming call identifier and feature activation operation.
   
   **Call Forwarding-Don't Answer (Pre-programmed)**
   
   This feature allows all calls terminating to an idle PDN to be forwarded to another number when the called PDN does not answer after a predetermined number of seconds.

---

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**Effective:** August 7, 2006

**BY:** Vice President  
4001 Rodney Parham Road  
Little Rock, Arkansas 72212
Hunting

Hunting is available for circuit-switched data on PDNs.

Hunting Service will affect the operation or availability of some other optional features on the hunting B-channel. The features most often affected include forms of Call Forwarding, Speed Calling and others, depending on the Service Configuration. Call Forwarding features will override the Hunting Services.

Hunting is done sequentially by terminal within the group. One or two B-channels are associated with each terminal in the group. One begin-hunt telephone number must be assigned to the first terminal within a Regular or Circular group of sequentially ordered terminals that form a Multiline Hunt Group (MLHG). Telephone numbers may be assigned, in any sequence, to terminals within a MLHG.

Multiline Hunt Service provides a hunting sequence that attempts to complete a call to the first available B-channel associated with the lead telephone number of the group. Busy tone is not sent to the caller unless all remaining B-channels in the hunt group list have been found busy. The call will be completed to the first available B-channel.

MLHGs can be assigned two types of telephone numbers; begin-hunt and non-hunting telephone numbers. The begin-hunt telephone number has the multiline hunt feature and, when called, starts the hunting sequence associated with the hunt group. An MLHG must have at least one begin-hunt telephone number but can have more than one per terminal in the group. Non-hunting telephone numbers can be assigned to terminals within a MLHG; these terminals do not have the multiline hunt feature. Incoming calls are terminated directly to the individual terminals.

- Regular hunting starts when a begin-hunt telephone number is called in a MLHG. Hunting proceeds in ascending order through each subsequent terminal in the group until an idle terminal is reached or the last (highest numbered) terminal in the group is reached.

- Circular hunting is provided optionally with regular hunting groups. Circular hunting occurs in these groups when the hunt for an idle terminal commences beyond the first terminal in the hunt group and finds all higher numbered terminals busy, the hunt returns to the first terminal in the group. The hunt ends with the terminal number preceding the terminal where the hunt in the group initially began.

This feature allows all terminals within a MLHG to be tested for busy regardless of the point of entry into the group before returning busy tone.

- Distribution hunting is a hunting arrangement that provides uniform termination call assignment (distribution) to members of a MLHG. UCD hunting does not include queuing or announcements.

The rates and charges for hunting are found in the Company's Digital Services Tariff, Section 8.3.
3. **BASIC RATE SERVICE (Cont'd)**

   A. **Standard Features and Functions (Cont'd)**

   **Terminal Package 2**

   The Terminal Package offering follows the North American ISDN Users' Forum (NIUF) Voice Terminal Order Simplification Procedure. Terminal Package 2 provides the following for mapping keys on an electronic key telephone set: (some voice features listed may not be included in the standard BRI package.)

   **Call Forwarding Variable-All Calls**

   The user can forward all PDN calls to another number by pressing the Call Forwarding-Variable feature button. The forward-to number is customer changeable. The user must activate or deactivate the forwarding function by using either an access code or a feature button.

   **Call Forwarding Busy Line For Circuit-Switched Data**

   This feature permits all circuit-switched data calls, attempting to terminate to a busy PDN, to be redirected to one other customer specified DN. A busy line condition exists when a circuit-switched data B-channel is unavailable. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.

   **Call Forwarding Don't Answer For Circuit-Switched Data**

   This feature permits all circuit-switched data calls attempting to terminate to an idle PDN to ring a specified number of seconds prior to being forwarded to a previously specified DN. This feature can either be assigned to the user on an active basis or it can be assigned to a feature button that can be activated or deactivated by the user. If the feature is assigned to a feature button, the forward to DN can be changed by dialing an access code and programming the new forward-to DN.

   **Call Forwarding Variable-All Calls For Circuit-Switched Data**

   This feature allows circuit-switched data calls, attempting to terminate to a line, to be redirected to another specified line. The user must activate or deactivate the forwarding function by either using an access code or a feature button. If the feature is assigned to a feature button, the forward-to DN can be changed by dialing an access code and programming the new forward-to DN.
3. **BASIC RATE SERVICE** (Cont'd)

   A. Standard Features and Functions (Cont'd)

   **Terminal Package 2** (Cont'd)

   **3-Way Conference**

   This feature allows a user to establish a three-way conference call by depressing a button.

   **Call Transfer**

   This feature enables the user to transfer a call to a third party by depressing a button.

   **Drop**

   The Drop button allows the user to drop the last party added to a conference call or to disconnect a two-party call.

   **Message Waiting Indication**

   This feature is available on PDN's and notifies the user of a message waiting by providing either an audible stuttered dial tone or visually by illuminating a light on the customer's telephone set. Messages may be retrieved by calling the message service center or by accessing a voice mail system.
INTEGRATED SERVICES DIGITAL NETWORK

3. **BASIC RATE SERVICE (Cont'd)**

   B. **Rates and Charges**

   1. Extended Area Service, Enhanced Local Calling Area and Local Optional Calling Plan rates and charges, as provided for in the Local Exchange Tariff, are applied per B-channel which carry circuit-switched voice and/or data traffic.

   2. **Loop Extension Charge**

      | Per Loop | Nonrecurring Charge |
      |----------|---------------------|
      | $100.00  |                     |

   3. **Additional Primary or Secondary Directory Numbers**

      Included with each PDN is the standard set of voice and data features. A monthly charge of $1.00 applies for each additional PDN, or SDN.
3. **BASIC RATE SERVICE** (Cont'd)

**B. Rates and Charges (Cont'd)**

4. Following are the monthly rates and nonrecurring charges for Basic Rate ISDN Service. These rates and charges apply in addition to applicable rates and charges for other services as provided in this and other Company tariffs.

Basic Rate ISDN Service is offered on a measured usage basis with usage allowances.

Basic Rate ISDN Service usage allowance includes up to 200 hours per month of aggregate local usage for circuit-switched voice and/or data for both B-channels. Usage is then aggregated at the account level for billing, rather than at the summary bill level. Additional local usage in excess of the allowance hours in a monthly billing period, will incur usage charges as specified in b. following.

a. **Basic Rate Access Including Standard Features and Functions**

<table>
<thead>
<tr>
<th>Nonrecurring Charge</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Measured with 20-hour usage allowance</td>
<td>$100.00</td>
</tr>
<tr>
<td>Measured with 20-hour usage allowance</td>
<td>$100.00</td>
</tr>
</tbody>
</table>

b. **Usage Charges for Originating Local Calls Exceeding the Specified Usage Allowance**

<table>
<thead>
<tr>
<th>Per B channel with 20-hour plan</th>
<th>Rate</th>
<th>Nonrecurring</th>
<th>Flat Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$0.02</td>
<td>$100.00</td>
<td>$68.00</td>
</tr>
</tbody>
</table>

c. **Flat Rate, Unlimited Usage**

<table>
<thead>
<tr>
<th>Flat Rate, Unlimited Usage</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>$100.00</td>
<td>$68.00</td>
</tr>
</tbody>
</table>

* This rate is applicable to existing customers at their present locations as of October 21, 2001.

**Issued**: February 15, 2019  
**Effective**: March 1, 2019
GENERAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC. SECTION 24

First Revised Sheet 1
Cancels Original Sheet 1

DIRECTORY ASSISTANCE SERVICE

1. General
   A. Directory Assistance service is defined as furnishing aid in obtaining telephone numbers. The Directory Assistance charges specified in this tariff apply when a customer within a Nebraska Number Plan Area (NPA) requests the telephone numbers of telephone subscribers.
   B. Rates specified in 2.B. are not applicable to:
      (1) Calls placed from residence telephones where a member of the customer's household has been certified by a qualified authority as unable to use a directory or from the business telephone of a certified customer where other assistance is not available. A qualified authority is defined as including doctors of medicine, optometrist, registered nurses, therapist, professional staff of hospitals, institutions and public welfare agencies. Certification of physical disability sufficiently severe to prevent reading or using conventional reading materials may also be made by professional librarians or by any person whose competence in this area is acceptable to the Librarian of Congress of the United States.
      (2) Calls placed to Directory Assistance by the Operator in connection with operator-handled local and long distance calls.

2. Price List
   A. An allowance of one dial call per month for Residence is provided without charge. No allowance is made for business lines.
   B. Dialed calls above allowance (maximum of two requests per call).
      Per Call $1.99
   C. Requests placed through the operator (when normal Directory Assistance service is available) shall be billed to the customer at the rate specified in 2.B. above.

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BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Received

NPSC Comm. Dept.
DIRECTORY ASSISTANCE SERVICE

3. NATIONAL AND REVERSE DIRECTORY ASSISTANCE SERVICE

A. General

1. National Directory Assistance is a service whereby customers may dial 1411 and request assistance in determining listing information of subscribers who are located outside the customer's local calling area (exchange).

2. Reverse Directory Assistance is a reverse search service that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.

B. Conditions

The following conditions and rates apply to all calls from customers who request National or Reverse Directory Assistance.

1. The customer will be charged for each call made to National or Reverse Directory Assistance. Customers may receive one listing per call. The National and/or Reverse Directory Assistance rate applies per call, whether or not a number, name, or address is provided; this includes requests for numbers, names, or address that are non-published or unlisted.

2. There are no billing exemptions or allowances for National or Reverse Directory Assistance service requests.

3. Charges for National or Reverse Directory Assistance service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.

4. National and Reverse Directory Assistance services will not be available from Hotel/Motel and Pay Telephones.

C. Rates

<table>
<thead>
<tr>
<th>Service</th>
<th>Per Request</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Directory Assistance</td>
<td>$1.99 (I)</td>
</tr>
<tr>
<td>Reverse Directory Assistance</td>
<td>$1.99 (I)</td>
</tr>
</tbody>
</table>

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BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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OCT 20 2017

NPSC Comm. Dept.
DIRECTORY ASSISTANCE SERVICE

4. DIRECTORY ASSISTANCE CALL COMPLETION

A. General

1. Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting any number, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling station). A charge is incurred only for answered calls.

2. The mechanized announcement will instruct the caller that for an additional charge, the call will automatically be completed by depressing a specific digit on the touch dial key pad. All completed calls will be charged the Directory Assistance Call Completion charge.

B. Conditions

1. Directory Assistance Call Completion will only be furnished where facilities and operating conditions permit.

2. This offering provides call completion on a local and national basis.

3. The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

4. This service is furnished solely for the calling purposes of the caller.

5. Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of this Tariff.

6. When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Assistance Call Completion), the charge in this tariff shall apply, per call. The Directory Assistance Call Completion charge is in addition to any applicable Directory Assistance and/or local usage charges.

7. Calls will be completed on a sent paid basis.

8. Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

9. Directory Assistance Call Completion is not subject to optional calling plan discounts.

10. Directory Assistance Call Completion will not be provided to the following services:

- 800 Service,
- 976 Service,
- 900 Service,
- Customer Owned Pay Telephone Service (COPTS),
- Feature Group A Service, or
- Public and Semi-Public Telephone Services

11. Charges for Directory Assistance Call Completion are not applicable to calls placed by those customers whose physical or visual handicaps prevent them from using the telephone directory, provided that those customers have forwarded documentation to the Company attesting to a qualifying impairment.
DIRECTORY ASSISTANCE SERVICE

4. DIRECTORY ASSISTANCE CALL COMPLETION (CONT'D)

C. Rates

Directory Assistance Call Completion

Each Call Completed

Charge per Call

$1.99 (1)

Issued: October 20, 2017

Effective: November 1, 2017

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Received

NPSC Comm. Dept.
1. **General**

   A. **Description**

   Virtual Private Network is a service which provides to the subscriber, network capabilities similar to those of private lines while using the switched network. This service, through the use of customized dialing plans, allows subscribers to receive calls from specified areas outside of the local exchange service area (VPN Access Location) with no charge to the party originating the call. Virtual Private Network provides on-demand dial-up bandwidths as ordered by the subscriber. In addition to the services provided in this section, the subscriber must order facilities to connect the subscriber's terminating (host) location to the subscriber's serving wire center. Such service shall be ordered out of the Digital Services Tariff Sections 6.3.1 and 6.3.2.

   B. **Definitions**

   - **VPN Access Location** - Represents a location which is not part of the Local Exchange Service Area in which the Digital and Subscriber Facilities are located.
   - **Virtual Call Path** - A circuit which is set up on a per-call basis and disconnected when the call is ended. Virtual Call Path quantities are determined based on traffic originating at each VPN Access location and terminating at the subscriber's facilities.
   - **Virtual Network Administration (VNA)** - A charge which is levied for the analysis of capacity and traffic occurring over virtual call paths and terminate to the subscriber of VPN. VNA charges may vary depending on the subscriber's capacity needs and the complexity of the subscriber's VPN.
   - **VPN Local Area Access Number** - A number which is dialed in a VPN Access Location to access a Virtual Call Path. One VPN Local Area Access Number per VPN Access Location is required.

   C. **Terms and Conditions**

   1. **General**

   VPN is provided subject to the availability of central office equipment and capabilities and outside plant facilities.

   Regulations as described in other sections of this tariff apply as appropriate.
1. General (Cont'd)

C. Terms and Conditions (Cont'd)

1. General (Cont'd)

The minimum service period for VPN is one month.

The minimum quantity of subscriber facilities located at the host location shall be four DS-1s.

The rate for the VPN Local Area Access Number is found on Sheet 3 of Windstream of the Midwest, Inc.'s Local Exchange Tariff and is equivalent to the Individual B1 Line rate. The installation rate per VPN Local Area Access number is equivalent to the business central office line charge as found in Section 5, Sheet 7, of the General Exchange tariff.

Digital Facilities and Subscriber facilities used in conjunction with VPN are found in Section 6.3.1 and Section 6.3.2 of the Digital Services Tariff.

Terms, conditions, rates and charges, as described for VPN, are in addition to the regular rates and charges for the service with which VPN is associated. If the standard service, as described and offered, does not meet a particular customer requirement, the customer may request and the Company may develop a Custom offering. Customized rates will apply.

Some services are not available and/or compatible with VPN.

VPN offerings are not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers and Interexchange Carriers in the provision of services to their customers.

2. Indemnification

It is the customer's responsibility to indemnify and hold harmless the Company against any and all claims, losses, liabilities, damages and lawsuits brought by any nonparty and arising, in whole or in part, out of the customer's material breach of this tariff. Indemnification shall include, but is not limited to, costs and attorney's fees.

Customer is responsible for the content of communications. Where customer's negligence or wrongful actions in using inside wire not owned by the Company, CPE or customer's communications, result in any claim or legal action brought by any nonparty, the customer shall indemnify and hold the Company harmless.
## GENERAL EXCHANGE TARIFF

### WINDSTREAM OF THE MIDWEST, INC.

#### SECTION 25

Third Revised Sheet 3
Cancels Second Revised Sheet 3

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### VIRTUAL PRIVATE NETWORK

1. **General (Cont'd)**

   D. **Rates and Charges**

<table>
<thead>
<tr>
<th>Description</th>
<th>LINSEC</th>
<th>Monthly Rate</th>
<th>Nonrecurring</th>
</tr>
</thead>
<tbody>
<tr>
<td>VPN Local Area Access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number-one per Access</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location minimum</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Virtual Call Path-per path</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- month to month</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VNA-Standard-per VPN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VNA-Custom-per VPN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subscriber/Digital Facilities</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Individual B1 Rate
- Sheet 3, Local Exchange Tariff, $54.81/Month (I) $17.00
- $66.95 (I)
- $370.30 (I)
- ICB

Refer to Section 6.3.1 and 6.3.2, Windstream of the Midwest Inc., Digital Services Tariff

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Issued: February 15, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
SPECIAL PROMOTIONS

GENERAL

Special promotions may be offered to subscribers for a specific time period. Special promotions may waive all or a part of the monthly recurring and/or nonrecurring charges for an individual service or group of services and/or the service connection charges for those particular services. Special promotions may be limited to certain classes of service and exchanges as defined in the Company's Local Exchange Tariff, Section I.
# Abbreviated Dialing

## CONTENTS

<table>
<thead>
<tr>
<th>#</th>
<th>Service Description</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>211 – Access to Community Information and Referral</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>511 – Access to Travel Information Services</td>
<td>9</td>
</tr>
<tr>
<td>3</td>
<td>711 – Access to Telecommunication Relay Service (TRS)</td>
<td>14</td>
</tr>
<tr>
<td>4</td>
<td>Operator Services</td>
<td>18</td>
</tr>
</tbody>
</table>

Issued: February 15, 2019

Effective: March 1, 2019

BY: Vice President

4001 Rodney Parham Road

Little Rock, Arkansas 72212
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral

1.1. General

A. 211 Dialing Service ("211") is a three digit local dialing arrangement available in specified areas of Windstream for delivery of general information via voice grade facilities, for community information and referral services. Pursuant to Order 00-256, issued by the Federal Communications Commission, (FCC) in CC Docket 92-105, the 211 code is assigned for access to community information and referral services. In addition, the 211 subscriber must comply with any orders and rules pertaining to 211, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

B. 211 is available in Windstream Territory only.

C. The Local Calling Area of the 211 subscriber will be the Basic Local Calling Area as defined within this tariff, as facilities permit. If local calling areas are merged, and a 211 number exists in both areas, the 211 subscriber who established the 211 Service first in time will be entitled to retain the 211 in the merged local calling area.

D. This service is furnished subject to the availability of the 211 number.

E. 211 Service can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

F. Limitations and use of service as stated in this tariff apply.

G. Directory Listings may be provided for 211 Service at rates and regulations as specified in this Tariff.

H. Access to 211 Service is not available to the following classes of service:

- Payphone Service Provider Telephones (PSPs)
- Hospital Service
- 1+
- 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
- Inmate Service
- 101XXX
- Cellular - Type 2A

In addition, Operator assisted calls to a 211 subscriber will not be completed.

I. The 211 subscriber is restricted from selling or transferring the 211 number to an unaffiliated entity, either directly or indirectly.

J. An "affiliate" of a 211 subscriber is any entity that directly or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 211 subscriber. The term "control" (including the terms, "controlling", "controlled by", and "under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise.

If a 211 subscriber becomes an affiliate of or is acquired by another 211 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 211 number within 6 months of the merger or acquisition.

Issued: July 27, 2006
Effective: August 7, 2006

BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral (Continued)

1.1 General (Continued)

K. 211 will not provide calling number information in real time to the 211 subscriber. If the 211 subscriber needs this type of information, the 211 subscriber must subscribe to a compatible Calling Number Identification service.

L. Calls to a disconnected 211 number will be routed to intercept over the announcement facilities for a maximum of 60 days, when the 211 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

M. 211 Service will be provided within a maximum of 30 days after the customer's request for service has been processed in order to allow the Company sufficient time for provisioning.

N. The 211 subscriber is prohibited from providing programming which involves live group interaction, such as "GAB" lines, "chat" lines, or similar type programs where the primary purpose is for callers to interact with one another.

1.2. Service Requirements and Conditions

A. All requests for 211 Service must be submitted in writing to the Nebraska Public Service Commission. The Commission will allocate 211 Service numbers in the specified Basic Local Calling Areas based upon requirements and/or standards established by the FCC.

B. Within 30 calendar days of the number assignment, the 211 subscriber must initiate a service request order, which will determine the subscriber's provisioning date. This provisioning date must be within 90 calendar days of the date the 211 number is assigned to the subscriber. The 211 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company.

C. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 211 number by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256, and any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is affected, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

D. Only one 7 or 10 digit local number or one 10 digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to the same 7 or 10 digit local number or one 10 digit toll free number.

E. The 211 subscriber must (1) obtain a new 7 or 10-digit number, (2) designate an existing non-published 7 or 10-digit number, or (3) change an existing 7 or 10-digit number to a non-published number, which will be established as the lead number in the hunt group, ACD, etc., of the subscriber. This 7 or 10-digit number must be non-published. When the 211 Service is disconnected or discontinued, the 211 subscriber must surrender this 7 or 10-digit number as part of the 211 Service. This 7 or 10-digit number can be either disconnected or a new 7 or 10-digit number can be assigned.
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral (Continued)

1.2. Service Requirements and Conditions (Continued)

P. The Federal Communications Commission (FCC) has ordered that certain 211 numbers be assigned for national purposes and certain uses. As requests are submitted by qualifying entities for 211 numbers assigned for national use, the Company will update the Tariff accordingly and inconsistent commercial use of such numbers shall be discontinued according to the following provisions.

Use of 211 Service is subject to possible recall of the 211 code by the NANP (North American Numbering Plan) Administrator for national use. The 211 subscriber must, prior to provisioning of the service, sign a written acknowledgement of this condition and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 97-51 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 211 codes. If a recall is effected by the NANP Administrator, the Company will work with all 211 subscribers affected by such recall to transfer their service arrangements, if technically and economically feasible at the time, to an abbreviated dialing arrangement, and if not feasible, to a seven-digit dialing arrangement within the 6-month notice period. The 211 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 211 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

G. The 211 Service is provided where facilities permit.

H. 211 subscribers should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach information services provided by dialing a 211 number. Charges for calls to the 211 number made from cellular end users will be billed to the cellular company. This may require the 211 subscriber to enter into a contractual agreement with the cellular company to provide 3-digit access service and the billing associated with the service.

I. 211 subscribers should work separately with competitive local exchange companies to ascertain their end user customer will be able to reach information service provided by dialing a 211 number.
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral (Continued)

1.2. Service Requirements and Conditions (Continued)

J. 211 Service will be provided under the following conditions:

1. For network sizing and protection, each 211 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 211.

2. The customer will subscribe to adequate telephone facilities initially, and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 211 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours 211 Dialing service.

3. The Company report of the number of local calls completed to each 211 number will serve as the sole document upon which remittance will be made.

4. The 211 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

5. The 211 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of an resulting directly or indirectly from the Service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

6. Suspension of Service is not applicable for the service.

7. When 211 Service is disconnected all remittance money due to the 211 subscriber may be credited or applied to the final bill issued for the recurring charges associated with this Tariff.

8. If a 211 subscriber discontinues subscription to 211 Service, the 211 number will be disconnected and reassigned according to the conditions defined in A. preceding. Upon the termination of 211 Service, the 211 number may be reassigned after 60 days.
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral (Continued)

1.2. Service Requirements and Conditions (Continued)

J. 211 Service will be provided under the following conditions: (Continued)

9. Unless otherwise specifically provided in this Tariff, the Company shall be authorized to disconnect any tariffed service provided to the 211 subscriber utilized, directly or indirectly, with the 211 Service which fails to comply with regulations and conditions set forth herein, upon five (5) days notice to the subscriber. Disconnection may be suspended at the discretion of the Company if it receives written certification that the 211 subscriber is in compliance with regulations and conditions of the tariffs. Continual noncompliance shall be cause for disconnection without notice at the discretion of the Company.

10. The 211 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 211 number. If requested by the Company, the 211 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 211 service.

11. A written notice will be sent to any 211 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 211 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures, up to and including termination of service.

K. If a pre-recorded announcement is utilized by the 211 subscriber, the following conditions apply:

1. The 211 subscriber will provide announcements. The Company will provide only the delivery of the call.

2. 211 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 211 subscriber from sponsoring the same or similar announcement or recorded program service.

3. The provision of access to the 211 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and requirements of the local exchange network.

4. The 211 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

5. The 211 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder announcement equipment located on the subscriber's premises.

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Little Rock, Arkansas 72212
ABBREVIATED DIALING

1. 211 Access to Community Information and Referral (Continued)

1.2. Service Requirements and Conditions (Continued)

L. The Company will take all legal and practical steps to disassociate itself from 211 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that generates unacceptable levels of complaints by end users.

M. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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1. 211 Access to Community Information and Referral (Continued)

1.3 Rates and Charges

This service is provided as a benefit to our customers at no charge.
ABBREVIATED DIALING

2. 511 Access to Travel Information Services

2.1. General

A. 511 Dialing Service ("511") is a three digit local dialing arrangement available in specified areas, with Windstream, Inc. ("Company"), for delivery of general information via voice grade facilities. Pursuant to Order 00-256, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, the 511 code is assigned for access to travel information services. In addition, the 511 subscriber must comply with any orders and rules pertaining to 511, adopted by the FCC in rulemaking proceeding CC Docket 92-105.

B. 511 is available from Windstream in Windstream Territory only. To provide access to 511 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the 511 subscriber must make appropriate arrangements with the independent company or CLEC serving that territory. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to travel information services provided by 511.

C. The Local Calling Area of the 511 Service subscriber will be the Local Calling Area as defined elsewhere in this tariff, as facilities permit. If local calling areas are merged, and a 511 number exists in both areas, the 511 subscriber who established 511 first in time will be entitled to retain the 511 number in the merged local calling area.

D. This service is subject to the availability of 511 numbers.

E. 511 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.)

F. Limitations and use of service as stated in this Tariff apply.

G. Directory Listings may be provided for 511 at rates and regulations at no charge.

H. Access to 511 is not available to the following classes of service:
   - Payphone Service Provider Telephones (PSPs)
   - Hospital Service
   - 1+
   - 0+, 0-(Credit Card, Third-Party Billing, Collect Calls)
   - Inmate Service
   - 101XXXX
   - Cellular - Type 2A

In addition, operator assisted calls to the 511 subscriber will not be completed.

I. The 511 subscriber is restricted from selling or transferring the 511 code to an unaffiliated entity, either directly or indirectly.
2. 511 Access to Travel Information Services (Continued)

2.1. General (Continued)

J. An "affiliate" of a 511 subscriber is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with, the 511 subscriber. The term "control" (including the terms "controlling", "controlled by", and under common control with") means the possession, direct or indirect, of the power to direct or cause the direction of the management and policies of an entity, whether through the ownership of voting securities, by contract, or otherwise. If a 511 subscriber becomes an affiliate of or is acquired by another 511 subscriber through merger, acquisition, or otherwise, then the affiliated subscribers must surrender all but one 511 number within 6 months of the merger or acquisition.

K. 511 will not provide calling number information in real time to the 511 subscriber. If the 511 subscriber needs this type of information, the 511 subscriber must subscribe to a compatible Calling Number Identification Service.

L. Calls to a disconnected 511 number will be routed to intercept of the announcement facilities for a maximum of 60 days, when the 511 provider is a Company subscriber. The announcement provided may refer the caller to another telephone number.

40.2.2. Service Requirements and Conditions

A. All requests for 511 must be submitted in writing to the Nebraska Public Service Commission. The Commission will allocate the 511 code based upon requirements and/or standards established by the FCC.

B. Within 30 days of the number assignment, the 511 subscriber must initiate the request for service. The Company will provision the subscriber's order within a reasonable time, given the complexity of the order. The 511 subscriber will be billed the nonrecurring charge when the service is provisioned by the Company. If during this period, the 511 subscriber has failed to establish service or decides to discontinue service establishment, the 511 number will be recalled and the number will be considered available for reassignment as specified in A. preceding. If the network has been provisioned for the subscriber, the nonrecurring charge will not be refunded or waived.

C. The 511 subscriber must prior to provisioning of the service, sign a written acknowledgement of possible recall of the 511 number and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company and abide by all terms and conditions contained in Order 00-256 issued, any subsequent rules which may be identified by the FCC in CC Docket 92-105 regarding the use and return of such 511 codes. If a recall is affected, the Company will work with all 511 subscribers affected by such recall to transfer their service arrangements, to a 7 or 10 digit dialing arrangement within the 6 month notice period. The 511 subscriber will be required to migrate to any standard access arrangement for information services subsequently agreed to by the industry and approved by the FCC. The 511 subscriber will be charged the appropriate tariff rates for the establishment of the new access arrangement.

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2. **511 Access to Travel Information Services (Continued)**

2.2. **Service Requirements and Conditions (Continued)**

D. Only one 7 or 10-digit local number or one 10-digit toll free number may be used as the lead number per basic local calling area. All central offices within a basic local calling area must be pointed to same 7 or 10-digit local number or one 10-digit toll free number. Appropriate rates from this tariff will apply.

E. The 511 Dialing Service is provided where facilities permit.

F. The 511 subscriber should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach travel information services provided by dialing 511.

G. The 511 subscriber should work separately with competing local providers to ascertain that its end user customers will be able to reach travel information services provided by dialing 511.

H. 511 will be provided under the following conditions.

1. For network sizing and protection, the 511 subscriber must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to 511.

2. The customer will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 511 without impairing the Company's general telephone service or telephone plant. It will be the intent of the Company to provide facilities designed to provide a call blocking probability of one call per hundred during normal busy hours for 511 Dialing Service.

3. The 511 subscriber is responsible for obtaining all necessary permission, licenses, written consents, waivers and releases and all other rights from all persons whose work, statements or performance are used in connection with the service, and from all holders of copyrights, trademarks, and patents used in connection with said service.

4. The 511 subscriber shall be liable for, and shall indemnify, protect, defend and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

5. The 511 subscriber shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via the 511 number. If requested by the Company, the 511 subscriber shall assist the Company in responding to complaints made to the Company concerning the subscriber's 511 service.

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ABBREVIATED DIALING

2. 511 Access to Travel Information Services (Continued)

2.2. Service Requirements and Conditions (Continued)

H. 511 will be provided under the following conditions. (Continued)

6. A written notice will be sent to any 511 subscriber following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company or by other subscribers of 511 Service. If after notification the subscriber makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the subscriber is unwilling to accept the modifications, or if the subscriber continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measures, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.

I. If a pre-recorded announcement is provided by the 511 subscriber, the following conditions apply.

1. The 511 subscriber will provide announcements. The Company will provide only the delivery of the call.

2. 511 subscriber's sponsorship of any particular announcement of recorded program service shall not preclude another 511 subscriber from sponsoring the same or similar announcement or recorded program service.

3. The provision of access to the 511 network by the Company for the transmission of announcement or recorded program services is subject to availability of such facilities and the requirements of the local exchange network.

4. The 511 subscriber assumes all financial responsibility for all costs involved in providing announcement or recorded program services including, but not limited to, the recorder-announcement equipment producing the recording, advertising and promotional expenses.

5. The 511 subscriber assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the subscriber's premises.

J. The Company may take all legal and practical steps to disassociate itself from 511 subscribers providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the subscriber.

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2. 511 Access to Travel Information Services (Continued)

2.3 Rates and Charges

This service is provided as a benefit to our customers at no charge.
3. **711 Access to Telecommunication Relay Service (TRS)**

3.1. **General**

A. **711 Dialing Code** ("711") is a three digit local dialing arrangement for telephone voice transmission access to all relay serviced entities as a toll free call. Order 00-257, issued by the Federal Communications Commission (FCC) in CC Docket 92-105, assigned 711 dialing code for nationwide access to TRS entities to be implemented not later than October 1, 2001.

B. 711 is available from Windstream in Windstream Territory only. To provide access to 711 to end users in an independent company territory or to a Competitive Local Exchange Carriers (CLECs) end users within the local calling area, the TRS entity must make appropriate arrangements with the independent company or CLEC serving that territory. The TRS entity should work separately with competing local providers to ascertain that its end user customers will be able to reach relay services provided by dialing 711.

C. This service is subject to the availability of the 711 dialing code.

D. 711 can be delivered via regular exchange access lines (by individual business lines, PBX trunks, etc.).

E. This service is subject to limitations and use of service as stated in Section 2 of this Tariff.

F. Directory Listings may be provided for 711 at no charge.

G. Access to 711 is not available to the following classes of service:
   - Hospital Service (toll call only)
   - 1+
   - 0+, 0- (Credit Card, Third-Party Billing, Collect Calls)
   - Inmate Service
   - 101XXXX
   - Cellular – Type 2A
   In addition, operator assisted calls to the 711 will not be completed.

H. The TRS entity is restricted from selling or transferring the 711 dialing code to an unaffiliated entity, either directly or indirectly.

I. An "affiliate" of a TRS entity is any entity that directly, or indirectly through one or more intermediaries, controls, is controlled by, or is under common control with the TRS entity. The term "control" (including the terms "controlling", "controlled by", and "under common control with") means the possession, direct or indirect of the power to direct or cause the direction of the management and policies of an entity whether through the ownership of voting securities, by contract, or otherwise.
ABBREVIATED DIALING

3. 711 Access to Telecommunication Relay Service (TRS) (Continued)

3.2. Service Requirements and Conditions

A. Requests for 711 Dialing Code must be submitted in writing to the Nebraska Public Service Commission, for the assignment of the 711 code, as specified per the Federal Communications Commission in Common Carrier Docket 92-105.

B. The Company will provision the TRS entity’s request within a reasonable time, given the complexity of the order. If, during or at the end of the provisioning period, the TRS entity has failed to establish service or decides to discontinue service establishment, the 711 code will be recalled and the number will be considered available for reassignment as specified in A. preceding.

C. The TRS entity must, prior to provisioning of the service, sign a written acknowledgement of possible recall of the 711 dialing code by the FCC and an agreement to return the code upon receipt of 6 months written notice of such a recall from the Company or regulatory entity and abide by all terms and conditions which may be identified by the FCC in CC Docket 92-105 regarding the use and return of the 711 dialing code. If a recall is effected, the Company will work with the TRS entity affected by such recall to transfer their service arrangements to a 7 or 10-digit dialing arrangement within the 6-month notice period. The TRS entity will be required to migrate to any access arrangement the Telecommunication Relay services subsequently agreed to by the industry and approved by the FCC. The TRS entity will be charged the appropriate tariff rates for the establishment of the new access arrangement.

D. Only one 10-digit toll free number may be used as the lead number per basic local calling area.

E. The 711 Dialing Code is provided where facilities permit.

F. TRS entity should work separately with cellular companies to ascertain whether Type 1 cellular customers will be able to reach Telecommunication Relay services provided by dialing 711.

G. TRS entity should work separately with competitive local exchange companies to ascertain that their end user customers will be able to reach Telecommunication Relay services provided by dialing 711.

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3. 711 Access to Telecommunication Relay Service (TRS) (Continued)

3.2. Service Requirements and Conditions (Continued)

H. 711 Dialing Code will be provided under the following conditions:

1. For network sizing and protection, the TRS entity must provide an estimate of annual call volumes, the expected busy hour and holding time for each call to the 711 dialing code.

2. The TRS entity will subscribe to adequate telephone facilities initially and subsequently as may be required, in the judgment of the Company, to adequately handle calls to 711 without impairing the Company's general telephone service or telephone plant.

3. The TRS entity is responsible for obtaining all necessary permission, licenses, written consents, waivers, releases and all other rights from all persons whose work, statements or performance are used in connection with the 711 dialing code, and from all holders of copyrights, trademarks, and patents used in connection with said service.

4. The TRS entity is responsible for, and shall indemnify, protect, defend, and save harmless the Company against all suits, actions, claims, demands and judgments, and of all costs, expenses and counsel fees incurred on account thereof, arising out of and resulting directly or indirectly from the service or in connection therewith, including, but not limited to, any loss, damage, expense or liability resulting from any infringement or claim of infringement, of any patent, trademark, copyright, or resulting from any claim of liable and slander.

5. The TRS entity shall respond promptly to any and all complaints lodged with any regulatory authority against any service provided via 711. If requested by the Company, the TRS entity shall assist the Company in responding to complaints made to the Company concerning the 711 dialing code.

6. A written notice will be sent to any TRS entity following oral notification when their service unreasonably interferes with or impairs other services rendered to the public by the Company. If after notification the TRS entity makes no modification in method of operation or in the service arrangements that are deemed service-protective by the Company, or if the TRS entity is unwilling to accept the modifications, or if the TRS entity continues to cause service impairment, the Company reserves the right, at any time, without further notice, to institute protective measure, up to and including termination of service. In an emergency situation as defined by the Company, the Company reserves the right, at any time, without notice, to institute protective measures up to and including termination of service.
3. 711 Access to Telecommunication Relay Service (TRS) (Continued)

3.2. Service Requirements and Conditions (Continued)

I. If a pre-recorded announcement is provided by the TRS entity, the following conditions apply.

1. The TRS entity will provide announcements. The Company will provide only the delivery of the call.

2. The provision of access to the 711 network by the Company for the transmission of announcement is subject to availability of such facilities and the requirements of the local exchange network.

3. The TRS entity assumes all financial responsibility for all costs involved in providing announcement including, but not limited to, the recorder-announcement equipment located on the TRS entity's premises.

4. The TRS entity assumes, according to other specific rates and charges under tariff, all financial responsibility for all facilities required to connect the recorder-announcement equipment located on the TRS entity's premises.

J. The Company may take all legal and practical steps to disassociate itself from TRS entity providing services whose business and/or public conduct (whether demonstrated or proposed) is of a type that in the Company's discretion generates unacceptable levels of complaints by end users.

K. In no event shall the Company be liable for any losses or damages of any kind resulting from the unavailability of its equipment or facilities or for any act, omission or failure of performance by the Company, or its employees, or agents, in connection with this Tariff. The Company shall not be responsible for calls that cannot be completed as a result of repair or maintenance difficulties on Company facilities and equipment nor on equipment owned or leased by the TRS entity.
4. Operator Services

There is a 3-minute minimum billing for Operator Services calls made from payphones.

**Intrastate Usage Rate:**
- Daytime Measured Rate: $0.89 per minute
- Evening/Night/Weekend Measured Rate: $0.89 per minute

**Additional Charges:**
- Calling Card – Customer Dialed: $4.99
- Calling Card – Operator Must Dial: $4.99
- Calling Card – Operator Dialed: $5.50
- Collect: $6.50
- Third Party: $9.99
- Person to Person: $9.99
- Sent Paid Non Coin/Station-to-Station: $9.99
- Payphone Surcharge: $3.00
- Busy Line Verification: $9.99
- Busy Line Verification Interrupt: $9.99
- General Assistance: $1.99
- Operator Dialed Surcharge: $2.15

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INDIVIDUAL CASE BASIS SERVICE ARRANGEMENTS

Arrangements may be developed by the Company and, at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, in response to a competitive offering, or for a service not generally offered under this tariff. Comparable arrangements will be available to similarly situated customers. Similarly situated customers are those customers that are located in the same exchange, subscribe to the same services and agree to the same term, volume and other commitments as those agreed to by the ICB customer. ICB (Individual Case Basis) rates and terms will be provided to the Customer in writing.

DISCONTINUANCE OF SERVICE

If the customer chooses to disconnect all or a portion of the service prior to the expiration of the Term Discount period, discontinuance charges will apply to the portion of the service being discontinued.

Should the customer choose to discontinue a Term Discount plan prior to the completion of the minimum service period, discontinuance charges will apply. Discontinuance charges equal to one-hundred percent of the total undiscounted monthly rates, less any amounts previously paid, will apply for the minimum service period.

Additionally, discontinuance charges of fifty percent of the total undiscounted monthly charges will apply to the remaining portion of the discount service term.

Should the customer choose to discontinue service ordered under a Term Discount plan after the minimum service period but before the completion of the discount period, discontinuance charges will apply. Discontinuance charges of fifty percent of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, a customer has a Group of 100 DID numbers which it chooses to discontinue after 33 months into a 60-month service term. The discontinuance charge would be 0.50 times 27 months times the undiscounted monthly rate for that service.
WINDSTREAM DIGITAL CENTREX

Services in this Section are grandfathered and available to existing Customers at existing locations only. Services are not available for new installations.

1. General Rules and Regulations

Windstream Digital Centrex Service (WDC) is furnished subject to the availability of facilities, software features and central office equipment in locations as determined by the Company. In addition to the Windstream Digital Centrex Service charges, the access line rate as specified elsewhere in this Tariff shall apply.

A. The service is available to business customers with a minimum of two access lines.

B. The minimum charge for services provided under this tariff shall be one month.

C. Individual access lines may be grouped in communications groups of two or more lines. A communications group provides the path through which WDC features will travel.

D. If a customer requests WDC features on a trunk(s) terminating in Multi-line, or PA(B)X equipment, the associate rate specified elsewhere in this Tariff shall apply.

E. Installation and Move or Change Charges are applicable as specified elsewhere in this tariff.

F. Basic Feature Package as listed in Paragraph 28.2.A, following, is required per WDC line. Additional feature packages and/or features may be subscribed to where available upon request.

G. Push Button Dialing Service is required in order to have WDC features.

H. Directory listings will be furnished in accordance with the regulations specified elsewhere in this Tariff.

I. WDC lines and extensions may be terminated at one premises, different premises - same central office, different premises - remote central office. The appropriate private line charges as stated in the Private Line Tariff shall apply to WDC.

J. The Company is allowed the option to provide Windstream Digital Centrex Service under a Contract Service Arrangement for certain systems, according to the rules and regulations of SECTION 41 of this Tariff, in either of the following circumstances.

1. In the Company's judgment, the cost of providing that service is significantly different from the cost developed to support the rates in the Tariff section, or

2. The customer's willingness to pay for an individual service, due to competitive alternatives, is above our cost to provide the customer's service but below the tariff price.
2. Feature Packages

A. Basic Feature Package

The Basic Feature Package will include the following features:

- Anonymous Call Rejection
- Business Set Features
- Call Forwarding
- Call Park
- Call Restriction
- Call Return
- Call Selector
- Call Trace
- Call Walling
- Distinctive Ringing/Call Waiting
- Enhanced Call Forward
- Direct Inward Dialing
- Direct Outward Dialing
- Hold
- Hunting
- Last Number Redial
- Paging Access
- Preferred Call Forward
- Repeat Dialing
- Selective Call Acceptance
- Selective Call Rejection
- Speed Call - Short List
- Tel-Touch Service
- Three Way Conference
- *66 and *69 Block

B. Feature Package #1

The Feature Package #1 will include the features in the Basic Feature Package in addition to the following features:

- Caller ID
- Code Restriction
- Distinctive Ringing
- Meet-Me Conference
- Night Service
- Ring Again
- Speed Calling - Long Distance and Group
2. Feature Packages (Continued)

C. Feature Package #2

The Feature Package #2 will include the features in the Basic Feature Package, the Feature Package #1 in addition to the following features:

- Automatic Route Selection
- Key System Termination
- Queing
- Uniform Call Distribution

3. Rates and Charges (Per Line)

<table>
<thead>
<tr>
<th>Feature Packages</th>
<th>Monthly Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Feature Package *</td>
<td>$52.84 (l)</td>
</tr>
<tr>
<td>Feature Package #1 *</td>
<td>$59.25 (l)</td>
</tr>
<tr>
<td>Feature Package #2 *</td>
<td>$68.14 (l)</td>
</tr>
</tbody>
</table>

* Rates include the Subscriber Line Charge, as found in the Windstream Telephone System F.C.C. Tariff No. 1 Interstate Access Tariff, and the Applicable Windstream Centrex Line Rate.
RETAINED OR ADVANCED NUMBER SERVICE

1. General

The Company will, at the customer's request, set aside, or reserve their telephone number during a normal out of service period for such reasons as vacation/relocation, etc. Directory Listings will also be continued at the subscriber's request. This service is also available on an advanced basis for new service.

2. Regulations

(a) Customer's out of service period may not exceed twelve (12) months.

(b) Transfer to an intercept stating that the phone number is presently "Out of Service" will be provided by the Telephone Company on incoming calls.

(c) Normal Local Exchange Recurring and Non-Recurring Service Charges apply when normal telephone service is installed.

(d) Normal Regulations for Directory Listing as mentioned elsewhere in this tariff apply.

(e) Advanced Service period may not exceed three (3) months.

3. Rates - each telephone number

   Monthly
   $7.41 (I)
LOCAL EXCHANGE SERVICES
REGULATIONS AND SCHEDULES OF CHARGES
APPLYING TO
INTRASTATE SERVICE
WITHIN THE
THE STATE OF NEBRASKA

EXPLANATION OF SYMBOLS

(C) - Changed Rate or Regulation
(D) - Discontinued Rate or Regulation
(N) - New Rate or Regulation
(T) - Change in Text

Issued: July 27, 2006
Effective: August 7, 2006

BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
<table>
<thead>
<tr>
<th>Sheet No.</th>
<th>Revision No.</th>
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</thead>
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<td>Fifth *</td>
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<tr>
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<td>Original</td>
</tr>
<tr>
<td>SECTION 1</td>
<td>Third *</td>
</tr>
<tr>
<td>1.</td>
<td>Third</td>
</tr>
<tr>
<td>2.</td>
<td>Third</td>
</tr>
<tr>
<td>3.</td>
<td>Third</td>
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<tr>
<td>4.</td>
<td>Fourth *</td>
</tr>
<tr>
<td>SECTION 2</td>
<td>Third *</td>
</tr>
<tr>
<td>1.</td>
<td>Third</td>
</tr>
<tr>
<td>2.</td>
<td>Third</td>
</tr>
<tr>
<td>3.</td>
<td>Second</td>
</tr>
</tbody>
</table>

* New or Revised Sheet

Issued: February 15, 2019
Effective: March 1, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212
LOCAL EXCHANGE TARIFF

WINDSTREAM OF THE MIDWEST, INC. Original Sheet 1

GENERAL

(1) The General Exchange Tariff is hereby made a part of this tariff and applies to all exchanges except as otherwise provided by this Local Exchange Tariff or by any supplement thereto.

(2) The rates specified in this tariff or in any supplement thereto are net monthly rates and are payable monthly in advance, except as otherwise provided.

(3) The boundaries for the provision of Local Exchange Service are the Exchange boundaries as are indicated on maps provided to the Nebraska Public Service Commission.

(4) The regulations and rates for Extended Area Service (EAS) are provided on Sheet 5.

(5) Arrangements may be developed by the Company and, at the Company's discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, in response to a competitive offering, or for a service not generally offered under this tariff. Comparable arrangements will be available to similarly situated customers. Similarly situated customers are those customers that are located in the same exchange, subscribe to the same services and agree to the same term, volume and other commitments as those agreed to by the ICB customer. ICB (Individual Case Basis) rates and terms will be provided to the Customer in writing.

Issued: July 27, 2006
Effective: August 7, 2006

BY: Vice President
4001 Rodney Parnam Road
Little Rock, Arkansas 72212
I. BASIC LOCAL EXCHANGE SERVICE

This section identifies exchanges and their extended area service which provides a non-optional two-way telecommunications service between main stations of separate exchanges at flat monthly rates in lieu of rates for Message Telecommunications Service. The service is provided by means of special extended area trunks between the exchanges involved.

Exchanges Included in Extended Local Calling Area

<table>
<thead>
<tr>
<th>Exchanges</th>
<th>Omaha</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arlington</td>
<td></td>
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<tr>
<td>Bennington</td>
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<tr>
<td>Bellevue</td>
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<td>Blair</td>
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<td>Council Bluffs, IA</td>
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<td>Kennord</td>
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<td>La Platte</td>
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<td>La Vista</td>
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<td>Macedonia, IA</td>
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<td>Mineola, IA</td>
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<td>Missouri Valley, IA</td>
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<td>Ralston</td>
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<td>Silver City, IA</td>
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<td>Springfield</td>
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<tr>
<td>Troy, IA</td>
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<tr>
<td>Valley</td>
<td></td>
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<tr>
<td>Waterloo</td>
<td></td>
</tr>
</tbody>
</table>

The EAS increment in the Omaha exchange is as follows:

<table>
<thead>
<tr>
<th>Monthly Increment</th>
<th>Residents</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly Increment</td>
<td>$1.00</td>
<td>$2.97 (I)</td>
</tr>
</tbody>
</table>

Issued: February 15, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
I. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

Exchanges

Grand Island

The EAS increment in the Grand Island exchange is as follows:

Monthly Increment
Residences $ .50
Business $1.48 (I)

Exchanges Included in Extended Local Calling Area
Cairo
St. Libory
Wood River
Chapman
Doniphan
Phillips

Exchanges Included in Extended Local Calling Area
Fremont

The EAS increment in the Fremont exchange is as follows:

Monthly Increment
Residences $2.30
Business $4.44 (I)

Exchanges Included in Extended Local Calling Area
Arlington
Blair
Ft. Calhoun
Kennard
Omaha
Yutan

Exchanges Included in Extended Local Calling Area
Kearney

The EAS increment in the Kearney Exchange is as follows:

Monthly Increment
Business $0.37 (I)

Exchanges Included in Extended Local Calling Area
Amherst
Elm Creek
Loomis
Miller
Pleasanton
Riverdale

Exchanges Included in Extended Local Calling Area
North Platte

Not Applicable

Issued: February 15, 2019
BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
I. BASIC LOCAL EXCHANGE SERVICE (Cont'd)

Limitations on Service

a. Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. Carrier reserves the right not to provide service.

Service will be provided on a broader scope once Windstream Of The Midwest, Inc. has reached agreement with Incumbent Local Exchange Carriers for terms relating to resale of local services and unbundled network elements and only when conditions of economic feasibility exists for the provision of service through resale or unbundled network elements.

MONTHLY RATES

1. The following classes of service are provided within the exchange at the monthly rates specified.

<table>
<thead>
<tr>
<th>Rate Group</th>
<th>Individual Line (B1)</th>
<th>PBX Trunks (1) (PBX)</th>
<th>Lamp &amp; Key Trunks (2) (KSTK)</th>
<th>COIN.SP</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$54.81 (1)</td>
<td>NA</td>
<td>NA</td>
<td>$</td>
</tr>
</tbody>
</table>

Digital Switched Service

<table>
<thead>
<tr>
<th>Rate Group</th>
<th>Analog</th>
<th>Service Direct Inward/Outward Dial Trunk (DID/DOD TK, DSS)</th>
<th>Service Trunks (DSS TK)</th>
<th>Service Line (DSS LN)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>$66.65 (1)</td>
<td>See Digital Services Tariff</td>
<td>See Digital Services Tariff</td>
<td>NA</td>
</tr>
</tbody>
</table>

Notes:

(1) This rate shall apply to all central office lines connected to PBX's or systems with the capability of providing PBX service, whether such capability is utilized or not, except as provided for by special rates in the General Exchange Tariff.

(2) This rate shall apply to all central office lines connected to Lamp and Key Systems except as provided for by special rates in the General Exchange Tariff.

All rates include touch-tone.
I. **BASIC LOCAL EXCHANGE SERVICE (Cont'd)**

**MONTHLY RATES (Cont'd)**

<table>
<thead>
<tr>
<th>Group</th>
<th>Rate</th>
<th>Residence</th>
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<tbody>
<tr>
<td></td>
<td>Individual Line (R1)</td>
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<td>A</td>
<td>$16.00</td>
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II. **RESERVED FOR FUTURE USE**

III. **60 MONTH RATES (1)**

**COCOTS**

$44.44 (f)

(1) Customer-Owned Coin Operated Telephone Service (COCOTS) for customer-provided equipment is available as specified in Section 18 of the General Exchange Tariff.
II. OTHER LOCAL EXCHANGE SERVICE

EXTENDED AREA SERVICE

Extended Area Service (EAS) refers to interexchange calling without toll charges. This sheet identifies those exchanges and rates where EAS is available. Where the customer has more than one access line, and such access lines are billed together on the same account, EAS rates will be applied on all access lines billed to an account. Lines and trunks terminating at the same premise will not be split between separate accounts for EAS charges. Call detail will not be provided for EAS usage.

EAS increments apply by EAS Group, to flat-rated service in the exchange listed below:

<table>
<thead>
<tr>
<th>EAS From:</th>
<th>EAS To:</th>
<th>EAS To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Omaha</td>
<td>Arlington</td>
<td>La Platte</td>
</tr>
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<td></td>
<td>Bellevue</td>
<td>La Vista</td>
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<tr>
<td></td>
<td>Bennington</td>
<td>Macedonia, IA</td>
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<tr>
<td></td>
<td>Blair</td>
<td>Mineola, IA</td>
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<tr>
<td></td>
<td>Carter Lake, IA</td>
<td>Missouri Valley, IA</td>
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<td>Elkhorn</td>
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<tr>
<td></td>
<td>Ft. Calhoun</td>
<td>Silver City, IA</td>
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<td>Fremont</td>
<td>Springfield</td>
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<td>Gretna</td>
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<td>Irvington</td>
<td>Waterloo</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Increment</th>
<th>Residence</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$1.00</td>
<td>$2.97 (I)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EAS From:</th>
<th>EAS To:</th>
<th>EAS To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grand Island</td>
<td>Cairo</td>
<td>Phillips</td>
</tr>
<tr>
<td></td>
<td>Chapman</td>
<td>St. Libory</td>
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<tr>
<td></td>
<td>Doniphan</td>
<td>Wood River</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Monthly Increment</th>
<th>Residence</th>
<th>Business</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>$.50</td>
<td>$1.48 (I)</td>
</tr>
</tbody>
</table>

Issued: February 15, 2019  Effective: March 1, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212
## II. OTHER LOCAL EXCHANGE SERVICE (Cont'd)

### EXTENDED AREA SERVICE (Cont'd)

<table>
<thead>
<tr>
<th>EAS From:</th>
<th>EAS To:</th>
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<tbody>
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<td>Fremont</td>
<td>Arlington, Blair, Ft. Calhoun, Kennard, Omaha, Yutan</td>
</tr>
<tr>
<td></td>
<td>Monthly Increment, Residence: $2.30  Business: $4.44 (I)</td>
</tr>
<tr>
<td>Kearney</td>
<td>Amherst, Elm Creek, Lomis, Miller, Pleasanton, Riverdale</td>
</tr>
<tr>
<td></td>
<td>Monthly Increment, Residence: N/A  Business: $0.37 (I)</td>
</tr>
<tr>
<td>North Platte</td>
<td>Not Applicable</td>
</tr>
</tbody>
</table>

Issued: February 15, 2019

BY: Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: March 1, 2019
II. OTHER LOCAL EXCHANGE SERVICE (Cont'd)

DUAL-PARTY RELAY SURCHARGE

A. Description

Nebraska law requires that a surcharge be collected on each telephone access line in Nebraska. The surcharge will be remitted to the Nebraska Public Service Commission to establish and administer a fund for a statewide Dual Relay System to be used for eligible communication impaired persons.

B. Conditions

This surcharge will be collected on the first one-hundred (100) telephone access lines per customer, and will appear on a customer's local telephone bill.

C. Rates

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Per Access Line</th>
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</thead>
<tbody>
<tr>
<td>$0.03</td>
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</tbody>
</table>

(R)
DIGITAL SERVICES
REGULATIONS AND SCHEDULES OF CHARGES
APPLYING TO
INTRASTATE SERVICE
WITHIN THE
958 LOCAL ACCESS AND TRANSPORT AREA OF
THE STATE OF NEBRASKA

EXPLANATION OF SYMBOLS

(C) - Changed Rate or Regulation
(D) - Discontinued Rate or Regulation
(N) - New Rate or Regulation
(T) - Change in Text
### CHECK SHEET

<table>
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<th>Page</th>
<th>Number of Revision</th>
</tr>
</thead>
<tbody>
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<td>Original</td>
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* = New or Revised Sheet

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
1. GENERAL

This tariff contains regulations, rates and charges applicable to the provision of Digital Services provided by WINDSTREAM OF THE MIDWEST, INC., hereinafter referred to as the Company.
2. GENERAL REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

(A) Digital Services are provisions of Company facilities for communication between specified locations of customers, authorized users or joint users.

(B) The Company does not undertake to transmit messages but furnishes the use of its facilities to its customers for communication.

(C) The service is furnished for duplex operation on a 24 hour per day, seven days per week basis for a minimum period of one month for local exchange type facilities.

(D) The Company shall be responsible only for the installation, operation and maintenance of the services it provides.

2.1.2 Limitations

(A) The provisioning, use and restoration of facilities shall be in accordance with Part 64, Subpart D, paragraph 64.401 of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities.

The following related technical publications are referenced in this tariff and may be obtained from the Government Printing Office, Superintendent of Documents, Document Control Branch, 940 No. Capital Street NE, Washington, DC 20401.


(B) Subject to compliance with the above-mentioned rules, the services offered herein will be provided to customers on a first-come, first-served basis.

(C) First-come first-served shall be based upon the received time and date stamped by the Company on customer orders which contain the information as required for each respective service. Customer orders shall not be deemed to have been received until such information is provided. Should questions arise which preclude order issuance due to missing information or the need for clarification, the Company will attempt to seek such missing information or clarification on a verbal basis.
2. GENERAL REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Liability

(A) The Company's liability, if any, for its willful misconduct is not limited by this tariff. With respect to any other claim or suit, by a customer or by any others, for damages associated with the installation, provision, termination, maintenance, repair or restoration of service, and subject to the provisions following, the Company's liability, if any, shall not exceed an amount equal to the proportionate charge for the service for the period during which the service was affected. This liability for damages shall be in addition to any amounts that may otherwise be due the customer under this tariff as a Credit Allowance for a Service Interruption.

(B) The Company shall be indemnified and saved harmless by the customer against:

1. Claims for libel, slander and infringement on copyright arising from the material transmitted over the facilities;

2. Claims for infringement of patents arising from combining with, or using in connection with, facilities furnished by the Company, apparatus and systems of the customer; and

3. All other claims arising out of any act or omission of the customer in connection with the facilities provided by the Company.

(C) If the Telephone Company discovers an overbilling error, a refund will be made of the full amount of excess charges for a 24-month period when such amount can be determined. When the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed an estimated amount equal to such overbilling for a 24-month period.

2.1.4 Provision of Facilities

(A) Digital Facilities furnished by the Company will be provided at the rates contained in this tariff where facilities and operating conditions permit. Digital Facilities require use of non-loaded cable facilities without bridge-tap. Where suitable facilities are not available, and unusual expenditures are involved in making them available (such as de-loading facilities, or removing bridge-tap), the customer may be required to pay additional charges to cover the unusual expenditure.
2. **GENERAL REGULATIONS (Cont'd)**

2.1 **Undertaking of the Company (Cont'd)**

2.1.4 **Provision of Facilities (Cont'd)**

(B) If the customer requests that labor be performed at hours of the day or days of the week other than normal work hours or days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies. Such charges do not apply if sufficient advance notice is given so that employees' work schedules can be changed. The additional charge does not apply to overtime or premium time worked at the Company's convenience.

In situations where the customer requests that "standby" Company personnel be provided for installation or maintenance irrespective of when such "standby" personnel are provided the additional estimated cost of providing such "standby" personnel will be billed the customer.

(C) The Company and/or the participating connecting companies will provide all facilities necessary for Digital Service, except that, the customer will provide his own terminal equipment or communications system for use with such service.

1. All facility wiring is provided by the Company except wiring which is an integral part of the Customer-provided terminal equipment.

2. When such connections are made, it shall be the responsibility of the customer to ensure the continuing compatibility of the terminal equipment with Company-provided channels.

3. The Company undertakes to maintain and repair the facilities which it furnishes. The customer may not rearrange, disconnect, remove or attempt to repair or permit others to rearrange, disconnect, remove or attempt to repair any facilities installed by the Company.

4. Where a variety of facilities (i.e., transmission equipment, signaling equipment, etc.) may be used to provide the services offered herein, the Company reserves the right to determine which shall be used and to modify and change such facilities at its option.
2. GENERAL REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.5 Coordination with Respect to Network Contingencies

The Company intends to work cooperatively with the customer to develop network contingency plans in order to maintain maximum network capability following natural or man-made disasters which affect telecommunications services. All contingency plans will be in accordance with 2.1.2(A) preceding.

2.1.6 Preemption of Service

In certain instances, i.e., no spare services are available, it may be necessary to preempt existing services to provision or restore NSEP Services. If, in its best judgement, the Company deems it necessary to preempt, then the Company will ensure that:

(A) A sufficient number of public switched services are available for public use if preemption of such services is necessary to provision NSEP TSP Service.

(B) The services preempted have a lower or no assigned TSP priority.

(C) A reasonable effort is made to notify the preempted service customer of the action to be taken.

(D) A credit allowance for any preempted service shall be made in accordance with the provisions set forth in Section 2.3.2.
2. GENERAL REGULATIONS (Cont'd)

2.2 Obligations of the Customer

2.2.1 The customer shall be responsible for:

(A) damages to facilities of the Company caused by the negligence or willful act of the customer.

(B) reimbursing the Company for any loss through theft of the equipment or apparatus on the customer's premises.

(C) providing space, supporting structures and on premises conduit, for Company facilities located on the premises of the customer when required for the termination of Company facilities.

(D) ordering and specifying the type of Digital Facilities required for operation with the type of systems provided by the customer.

(E) providing the Channel Service Unit-type equipment or other Network Channel Terminating Equipment associated with the Digital channel at the customer premises.

2.2.2 The subscriber shall notify the Telephone Company in writing or by telephone within 180 days after a bill is rendered if they have any objections to the billed charges. If the subscriber does not notify the Telephone Company within 180 days after the bill is rendered, the subscriber shall relinquish the right to dispute the billed charges.

2.2.3 Coordination with Respect to Network Contingencies

The customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters which affect telecommunications services. This will be done in accordance with 2.1.2(A) preceding.

2.3 Payment Arrangements and Credit Allowances

2.3.1 Payments

The customer is responsible for payment of all charges for facilities furnished the customer. Installation charges are payable upon request provided that said charges shall be adjusted (whether decreased or increased) to rates in force and effect at the time of establishment of facilities. All other charges from time to time in force and effect are payable monthly in advance.

Bills are due when rendered and are payable at any business office of the Company, or at any other location designated by the Company. Bills shall be considered delinquent twenty (20) days after the date of mailing. Failure to receive a bill does not exempt the customer from prompt payment of his account. Bills shall be considered delinquent twenty (20) days after the date of mailing.

The Company may, in order to safeguard its interests, require an applicant or subscriber to guarantee the payment of charges in the following ways:

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Little Rock, Arkansas 72212
2. GENERAL REGULATIONS (Cont'd)

2.3 Payment Arrangements and Credit Allowances (Cont'd)

2.3.1 Payments (Cont'd)

(A) Applicants for digital facilities, whose known telephone credit is unsatisfactory, may be required to guarantee the payment of charges by means of a cash deposit or guarantee in writing. Facilities may be denied until the required guarantee is satisfied.

(B) Subscribers who apply for additional facilities who provide inaccurate credit information and evaluation indicates their credit is unsatisfactory, whose credit becomes unsatisfactory or whose estimated facility charges are substantially higher than previously estimated may be required to guarantee the payment of charges by means of a cash deposit, increase in deposit or guarantee in writing. Facilities may be denied until the required guarantee is satisfied. Deposits shall be returned to the subscriber or credited to the subscriber's account at the time the service is terminated.

2.3.2 Credit Allowances due to Service Interruptions

(A) General

A service is interrupted when it becomes unusable to the customer because of a failure of a facility component used to furnish service under this tariff or when the service is preempted as a result of invoking NSEP treatment. An interruption period starts when an inoperative service is reported to the Company and ends when the service is operative.

For Digital Services, no credit shall be allowed for an interruption of less than 30 minutes. The customer shall be credited for an interruption of 30 minutes or more at the rate of 1/1440 of the monthly charges for the facility or service for each period of 30 minutes or major fraction thereof that the interruption continues.
2. GENERAL REGULATIONS (Cont'd)

2.3 Payment Arrangements and Credit Allowances (Cont'd)

2.3.2 Credit Allowances due to Service Interruptions (Cont'd)

The monthly charges used to determine the credit shall be as follows:

1. For two-point services, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., two channel terminations, channel mileage and optional features and functions).

2. For multipoint services, the monthly charge shall be only the total of all the monthly rate element charges associated with that portion of the service that is inoperative (i.e., a channel termination per customer premises, channel mileage and optional features and functions).

3. For multiplexed services, the monthly charges shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative. When the facility which is multiplexed or the multiplexer in itself is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with the service (i.e., the channel termination, channel mileage and optional features and functions, including the multiplexer on the facility to the hub, and the channel terminations, channel mileages and optional features and functions on the individual services from the hub). When the service which rides a channel of the multiplexed facility is inoperative, the monthly charge shall be the total of all the monthly rate element charges associated with that portion of the service from the hub to a customer premises (i.e., channel termination, channel mileage and optional features and functions).

4. For digital switched services, the monthly charges shall be the total of all the monthly rate element charges associated with that portion of the service that is inoperative.

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2. **GENERAL REGULATIONS (Cont'd)**

2.4 **Use**

2.4.1 **Authorized Users**

The facility or channel is furnished for use between two or more designated locations and may be used only for one or more of the following purposes:

(A) For the transmission of communications to or from the customer and relating directly to the customer's business.

(B) For the transmission, to all stations simultaneously, of communications which relate directly to matters of common interest to the customer and the authorized users, when those connected to the facility or channel are all in the same general line of business.

2.4.2 **Unlawful and Abusive Use**

(A) The service provided under this tariff shall not be used for an unlawful purpose or used in an abusive manner.

Abusive use includes:

(1) The use of the service of the Company for a call or calls, anonymous or otherwise, in a manner reasonably expected to frighten, abuse, torment or harass another;

(2) The use of the service in such a manner as to interfere unreasonably with the use of the service by one or more other customers.

(B) The Company may, upon written request from a customer, or another exchange carrier, terminate service to any subscriber or customer identified as having utilized service provided under this tariff in the completion of abusive or unlawful telephone calls. Service shall be terminated by the Company as provided for in its general and/or local exchange service tariffs.
2. GENERAL REGULATIONS (Cont'd)

2.5 Testing

At no additional charge, the Company will, at the customer's request, cooperatively test at the time of installation, for digital services. These acceptance tests will include tests for the parameters applicable to the service as specified by the customer in the order for service. The customer shall make the facilities to be tested available to the Company at times mutually agreed upon.

2.6 Special Construction

All rates and charges found in this tariff provide for the furnishing of Digital Services where facilities are available or where the construction or furnishing of facilities does not involve unusual costs. Where the construction or furnishing of facilities involves excessive costs, additional charges may be made to cover the excess costs involved.

The regulations, rates and charges for special construction are set forth in the Company's local and/or general exchange tariffs and are in addition to the regulations, rates and charges specified in this tariff.

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2. GENERAL REGULATIONS (Cont'd)

2.7 Definitions

Bit

The term "Bit" denotes the smallest unit of information in the binary system of notation.

Bridging

The term "Bridging" denotes the connection of three or more customer designated premises in a multipoint arrangement.

Channel(s)

The term "Channel(s)" denotes an electrical or photonic, in the case of fiber optic-based transmission systems, communications path between two or more points of termination.

Channel Service Unit/Digital Service Unit (CSU/DSU)

"Channel Service Unit/Digital Service Unit" denotes equipment which performs one or more of the following functions: termination of a digital facility, regeneration of digital signals, detection and/or correction of signal format error and remote loop back.

Customer(s)

The term "Customer(s)" denotes any individual, partnership, association, joint-stock company, trust, corporation or governmental entity or other entity which subscribes to the service offered under this tariff, including both Interexchange Carriers (ICs) and End Users.

Customer Designated Premises

The term "Customer Designated Premises" denotes the premises specified by the customer for the provision of Digital Service.

DACS

The term "DACS" (Digital access and crossconnect system) is a computer controlled time slot interchange used to interconnect signals at the DS0 level.

Digital End Office

The term "Digital End Office" defines the wire center that interconnects local digital service elements or passes on service to digital hubs when required for functional support.
2. **GENERAL REGULATIONS (Cont'd)**

2.7 **Definitions (Cont'd)**

**Digital Hub**

"Digital Hub" denotes the wire center that has facilities for the bridging and multiplexing of digital facilities.

**DS0**

The term "DS0" is a 64 kbps signal used for crossconnections in wire centers.

**DS0-A**

"DS0-A" is a DS0 signal designated to carry data for only one station.

**DS0-B**

"DS0-B" is a DS0 signal designated to carry data for multiple stations.

**DS1**

"DS1" is a bipolar, return to zero signal at a 1.544 Mbps rate. This signal is carried on a "T-1" Carrier System. It is also known as "High Capacity."

**DS3**

"DS3" is a high capacity channel for the transmission of 44.736 Mbps isochronous serial data having a line code of bipolar three zero substitution (B3ZS).

**Hub**

The term "Hub" denotes a Company location at which bridging or multiplexing functions are performed.

**Multiplexing**

The term "Multiplexing" describes the process of combining several individual information-carrying channels into one channel of larger capacity. Various types of equipment provide this service. The individual channels are recovered by reversing the process. This reversal is sometimes known as "de-Multiplexing." Lower bit rates are multiplexed into higher, e.g., five 9.6 kbps channels are multiplexed into one DS0B channel or twenty-four DSOA channels are multiplexed into one DS1 channel (see also "Subrate Multiplexing").
2. GENERAL REGULATIONS (Cont'd)

2.7 Definitions (Cont'd)

Multipoint Service

The term "Multipoint Service" denotes a service which provides communications capability between more than two locations by means of a bridging or hubbing arrangement.

National Security Emergency Preparedness (NSEP) Services

The term "National Security Emergency Preparedness (NSEP) Services" denotes telecommunications services which are used to maintain a state of readiness or to respond to and manage any event or crises (local, national or international), which causes or could cause injury or harm to the population, damage to or loss of property, or degrades or threatens the NSEP posture of the United States.

NSEP Treatment

The term "NSEP Treatment" denotes the provisioning of a telecommunications service before others based on the provisioning priority level assigned by the Executive Office of the President.

Telecommunications Service Priority (TSP) System

The term "Telecommunications Service Priority (TSP) System" or "TSP System" or "NSEP TSP System" refers to the regulatory, administrative and operational system authorizing and providing for priority treatment (i.e., the provisioning and restoration) of NSEP Services.
2. GENERAL REGULATIONS (Cont'd)

2.7 Definitions (Cont'd)

Secondary Channel

The term "Secondary Channel" denotes the offering of a companion digital transmission capability over the same physical facility as the primary channel at a lower bit rate. Terminal equipment required to support secondary channel capability must be provided by the customer.

Serving Wire Center

The term "Serving Wire Center" denotes the wire center from which the customer designated premises would normally obtain dial tone from the Company.

Subrate Multiplexing

The term "Subrate Multiplexing" allows multiplexing of up to two 19.2, five 9.6, ten 4.8 or twenty 2.4 DS0-A subrate channels to one DS0-B channel in a wire center.

T-1

A type of carrier system. See "DS1."

Trunk

The term "Trunk" denotes a communications path connecting two switching systems in a network used in the establishment of an end-to-end connection.

User

A "User" is a person, firm or corporation who is designated by the customer as a user of Digital Service furnished to the customer and who may share such service with the customer in accordance with the provisions set forth herein.

Wire Center

The term "Wire Center" denotes a building in which one or more central offices, used for the provision of Exchange Services, are located.
3. SERVICE DESCRIPTIONS

3.1 Service Configurations

There are two types of service configurations over which Digital Services are provided: two-point service and multipoint service.

(A) Two-Point Service

A two-point service connects two customer designated premises, either on a directly connected basis or through a hub where multiplexing functions may be performed.

(B) Multipoint Service

Multipoint service connects three or more customer designated premises through one or more Company hubs. Different locations may be designated as hubs for different facility capacities, e.g., multiplexing from DS1 to DS0 may occur at one location while multiplexing from DS0-B to DS0-A may occur at a different location. The end offices providing digital capabilities and the types of bridging and/or multiplexing functions available can be found in 3.5 following.

(C) Switched Service

Switched service provides digital exchange service to customers between the Company's central office switch and the customer's designated premise.
3. SERVICE DESCRIPTIONS (Cont'd)

3.2 Service Order

When placing an order for Digital Service, the customer shall provide, at a minimum, the customer designated premises or hubs involved, the type of service (e.g., Digital Date, High Capacity, etc.), the channel interface, technical specifications package and options desired. For multipoint services, the channel interface at each customer designated premises may, at the request of the customer, be different but all such interfaces shall be compatible.
3. SERVICE DESCRIPTIONS (Cont'd)

3.2 Service Order (Cont'd)

3.2.1 Service Date

(A) The Company will provide the Digital Service in accordance with the customer’s requested service date, subject to the following conditions:

(1) The Company shall specify the earliest available service date for services ordered by the customer and the quantities of services that can be provided on the applicable service date.
3. SERVICE DESCRIPTIONS (Cont'd)

3.2 Service Order (Cont'd)

3.2.1 Service Date (Cont'd)

(A) (Cont'd)

(1) (Cont'd)

The Company will not accept orders for service dates which exceed the applicable service date by more than six months.

A service inquiry is a request to the Company to determine if facilities exist to provide the service ordered and to determine the service date on which service can be provided to the customer.

Digital Services will be installed during Company business days. If a customer requests that installation be done outside of scheduled work hours, and the Company agrees to this request, the customer will be subject to applicable Additional Labor Charges as set forth in 8.2.6 (A) following.

3.2.2 Service Order Modifications

The customer may request a modification of its Service Order prior to the service date. The Company will make every effort to accommodate a requested modification when it is able to do so with the normal work force assigned to complete such an order within normal business hours. If the modification cannot be made with the normal work force during normal business hours, the Company will notify the customer. If the customer still desires the Service Order modification, the Company will schedule a new service date. All charges for Service Order modifications will apply on a per occurrence basis.

Any increase in the number of Digital Service channels will be treated as a new Service Order (for the increased amount only).

If order modifications are necessary to satisfy the transmission performance for a Digital Service ordered by a customer, these changes will be made without order modification charges being incurred by the customer.
3. SERVICE DESCRIPTIONS (Cont'd)

3.2 Service Order (Cont'd)

3.2.2 Service Order Modifications (Cont'd)

The customer may request a change of service date on a pending Service Order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 30 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed.

If the service date is changed to an earlier date, and the Company determines additional labor or extraordinary costs are necessary to meet the earlier service date requested by the customer, the customer will be notified by the Company that charges for additional labor as set forth in 8.2 following and/or other extraordinary costs will apply.

If the requested service date exceeds 30 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply the Cancellation Charges as set forth in 3.2.3 following. A new Service Order with the new service date will be issued.
3.2 Service Order Modifications (Cont'd)

(B) Partial Cancellation Charge

Any decrease in the number of ordered Digital Service channels will be treated as a partial cancellation and the charges as set forth in 3.2.3(B) following will apply.

(C) Design Change Charge

The customer may request a design change to the service ordered. A design change is any change to a Service Order which requires engineering review. An engineering review is a review by Company personnel of the service ordered and the requested changes to determine what changes in the design, if any, are necessary to meet the changes requested by the customer. Design changes include such things as the addition or deletion of optional features or functions or a change in type of channel interface, type of Interface Group or technical specification package. Design changes do not include a change of customer designated premises, end office switch or Digital Service channel type. Changes of this nature will require the issuance of a new order and the cancellation of the original order with appropriate cancellation charges applied.

The Company will review the requested change, notify the customer whether the change is a design change, if the change can be accommodated and if a new service date is required. If the customer authorizes the Company to proceed with the design change, a Design Change Charge will apply in addition to the charge for Additional Engineering as set forth in 8.1.1 following.

The Design Change Charge will apply on a per order per occurrence basis, for each order requiring a design change. The applicable charge is:

<table>
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<th>Charge</th>
<th>$56.90</th>
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Design Change Charge, per order
3. SERVICE DESCRIPTIONS (Cont'd)

3.2 Service Order (Cont'd)

3.2.3 Cancellation of a Service Order

(A) A customer may cancel a Service Order for the installation of service on any date prior to the service date. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be cancelled. If a customer is unable to accept Service within 30 calendar days after the original service date, the customer has the choice of the following options:

- The Service Order shall be cancelled and charges set forth in (B) following will apply, or
- Billing for the service will commence.

In such instances, the cancellation date or the billing date, depending on which option is selected by the customer, shall be the 31st day beyond the original service date of the Service Order.

(B) Installation of Digital Service facilities is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred. When Firm Order Confirmation is issued to the customer, installation has commenced and cancellation charges are assessed as follows:

A charge equal to one-half the non-recurring charges associated with the Service ordered.

(C) No Cancellation Charge will apply when the customer cancels a Service Order prior to the start of installation of service facilities or when a customer cancels an order for the discontinuance of service.

If the Company misses a service date by more than 30 days due to circumstances over which it has direct control (excluding, e.g., acts of God, governmental requirements, work stoppages and civil commotions), the customer may cancel the Service Order without incurring cancellation charges.

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BY: Vice President  
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3. SERVICE DESCRIPTIONS (Cont'd)

3.3 Mileage Measurements

The mileage to be used to determine the monthly rate for the Channel Mileage Facility is calculated on the airline distance between the serving wire centers associated with two customer designated premises, a serving wire center associated with a customer designated premises and a Company hub or between two Company hubs. The serving wire center associated with a customer designated premises is the serving wire center from which this customer designated premises would normally obtain dial tone.

Mileage charges are shown with each channel type. To determine the number of miles to be billed, use the V&H coordinates method following. The EXCHANGE CARRIER ASSOCIATION TARIFF FCC NO. 4 identifies the vertical ("V") and horizontal ("H") coordinates of each serving wire center and hub.

(A) Determine the difference between the "V" coordinates for the designated facility hub serving wire centers. Similarly, determine the difference between the respective "H" coordinates. The difference is always determined by subtracting the smaller coordinate from the larger.

(B) Square each difference obtained in (A) above.

(C) Add the squares of the "V" difference and the "H" difference obtained in (B) above.

(D) Divide the sum of the squares obtained in (C) above by 10.

(E) Obtain the square root of the result obtained in #(D) above. This distance is the rate distance in V-H miles. Fractional mileage distance should be rounded to the next higher full mile.

Once the number of miles is determined, multiply them by the Channel Mileage Facility per mile rate and add the Fixed Mileage rate for each termination.
3. SERVICE DESCRIPTIONS (Cont'd)

3.4 Facility Hubs

The customer may also order High Capacity service to a facility hub for channelizing to individual services requiring lower capacity facilities.

Different locations may be designated as hubs for different facility capabilities, e.g., multiplexing from one digital bit rate to another digital bit rate may occur at one location while multiplexing from digital to analog may occur at a different location. The end offices providing digital capabilities and the types of bridging and/or multiplexing functions available can be found in 3.5 following.

Some of the types of multiplexing available include the following:

- from higher to lower bit rate
- from higher to lower bandwidth
- from digital to voice grade analog channels

Point to point services may be provided on channels of these services to a hub. The transmission performance for the point to point service provided between customer designated premises will be that of the lower capacity or bit rate.

Cascading multiplexing occurs when a High Capacity service is de-multiplexed to provide channels with a lesser capacity and one of the lesser capacity channels is further de-multiplexed. For example, 1.544 Mbps service is de-multiplexed to 24 individual DS0-B channels and then one of the DS0-B channels is further de-multiplexed into two 19.2, five 9.6, ten 4.8 or twenty 2.4 kbps DS0-A channels. When cascading multiplexing is performed, whether in the same or a different hub, a charge for the additional multiplexing unit also applies. When cascading multiplexing is performed at different hubbing locations, Channel Mileage charges also apply between the hubs.
3. SERVICE DESCRIPTIONS (Cont'd)

3.5 Digital Serving Areas

Digital Service can only be provided from wire centers equipped for digital transmission. This service is subject to the technical limitations of the digital equipment used by the Company.
4. RATE REGULATIONS

4.1 Rate Categories

There are three basic rate categories which apply to Digital Service:

- Channel Terminations
- Channel Mileage
- Optional Features and Functions

(A) Channel Termination

The Channel Termination rate category provides for the communications path between a customer designated premises and the designated facility hub/serving wire center of that premises. Includes as part of the Channel Termination is a standard channel interface arrangement which defines the technical characteristics associated with the type of facilities to which the service is to be connected. One Channel Termination charge applies per customer designated premises at which the channel is terminated. This charge will apply even if the customer designated premises and the designated facility hub/serving wire center are co-located in a Company building.

For DS3 High Capacity Service, the Channel Termination rates are made up of the DS3 Capacity Interface rate and the DS3 Channel Installed rate. The Capacity Interface rate is dependent upon the capacity ordered (i.e., Capacity Interface of 1, 3, 6 or 12) and is applicable at each customer designated premises. The capacity ordered is the maximum number of DS3 services that can be terminated on a given service at the customer designated premises (e.g., a capacity of 3 can terminate 1, 2 or 3 DS3 services). One DS3 Channel Installed rate applies per customer designated premises at which the channel is terminated for each DS3 channel that is ordered. These charges will apply even if the customer designated premises and the serving wire center are collocated in a Company building.
4. RATE REGULATIONS (Cont'd)

4.1 Rate Categories (Cont'd)

(B) Channel Mileage

The Channel Mileage rate category provides for the end office equipment and the transmission facilities between the designated facility hub/serving wire centers associated with two customer designated premises, between a serving wire center associated with a customer designated premises and a Company hub or between two Company hubs. Channel Mileage rates are made up of the Channel Mileage Facility rate and the Fixed Mileage rate.

(1) Channel Mileage Facility

The Channel Mileage Facility rate recovers the cost for the transmission path which extends between the Company serving wire centers and/or hub(s) and includes primarily outside plant used to provide the facility. To determine the miles between serving wire centers, use the V&H coordinates method as shown in 3.3 preceding.
4. RATE REGULATIONS (Cont'd)

4.1 Rate Categories (Cont'd)

(B) Channel Mileage (Cont'd)

(C) Optional Features and Functions

The Optional Features and Functions rate category provides for optional features and functions which may be added to a Digital Service to improve its quality or utility to meet specific communications requirements. These are not necessarily identifiable with specific equipment, but rather represent the end result in terms of performance characteristics which may be obtained. These characteristics may be obtained by using various combinations of equipment. Although the equipment necessary to perform a specified function may be installed at various locations along the path of the service, they will be charged for as a single rate element.

Examples of optional features or functions are bridging and multiplexing. Optional features and functions are available only at the serving wire centers indicated in 3.5 preceding.

If the standard service, a described and offered, does not meet a particular customer requirement, the customer may request and the Company may develop a Custom offering. Customized rates will apply.

Custom offerings may include discounts based on terms of contract with a customer.
4. **RATE REGULATIONS (Cont'd)**

4.2 **Types of Rates and Charges**

There are two types of rates and charges. These are monthly rates and nonrecurring charges. The rates and charges are described as follows:

(A) **Monthly Rates**

Monthly rates are recurring rates that apply each month or fraction thereof that a Digital Service is provided. For billing purposes, each month is considered to have 30 days.

(B) **Nonrecurring Charges**

Nonrecurring charges are one-time charges that apply for specific work activity (i.e., installation or change to an existing service). The types of nonrecurring charges that apply for Digital Service are: installation of service and service rearrangements.

1. **Installation of Service**

   Nonrecurring charges apply to each service installed. The nonrecurring charges for the installation of service are set for each channel type as a nonrecurring charge for the Channel Termination.

   Changes involving the addition of other customer designated premises to an existing multipoint service, the nonrecurring charge for the channel termination rate element will apply. The charge(s) will apply only for the location(s) that is being added.

   For all other changes, including the addition of an optional feature or function without a separate nonrecurring charge, a charge equal to a channel termination nonrecurring charge will apply per service, per change.
4. RATE REGULATIONS (Cont'd)

4.2 Types of Rates and Charges (Cont'd)

(B) Nonrecurring Charges (Cont'd)

(2) Service Rearrangements

Service rearrangements are changes to existing services which may be
administrative only in nature, as set forth following, or that involve actual physical
change to the service.

Changes in the physical location of the point of termination or customer
designated premises are moves.

Changes in the type of Service or Channel Termination which result in a change
of the minimum period requirement (minimum period being one month) will be
treated as a discontinuance of the service and an installation of a new service.

Changes in ownership or transfer of responsibility from one customer to another
will be treated as a discontinuance of the service and an installation of a new
service.
4. RATE REGULATIONS (Cont'd)

4.3 Moves

A move involves a change in the physical location of one of the following:

- The point of termination at the customer's premises.
- The customer's premises.

The charges for the move are dependent on whether the move is to a new location within the same building or to a different building.

(A) Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one half of the nonrecurring (i.e., installation) charge for the service termination affected. There will be no change in the minimum period requirements.

(B) Moves to a Different Building

Moves to a different building will be treated as a discontinuance and start of service and all associated nonrecurring charges will apply. New minimum period requirements will be established for the new services. The customer will also remain responsible for satisfying all outstanding minimum period charges for the discontinued service.
4. RATE REGULATIONS (Cont'd)

4.4 Discounts

(A) Arrangements may be developed by the Company and, at the Company’s discretion, offered on a case-by-case basis taking into account special customer considerations including, but not limited to, volume or term commitments, bundled services, in response to a competitive offering, or for a service not generally offered under this tariff. Comparable arrangements will be available to similarly situated customers. Similarly situated customers are those customers that are located in the same exchange, subscribe to the same services and agree to the same term, volume and other commitments as those agreed to by the ICB customer. ICB (Individual Case Basis) rates and terms will be provided to the Customer in writing.

(B) If the customer chooses to disconnect all or a portion of the service prior to the expiration of a term discount period, discontinuance charges will apply to the portion of the service being discontinued.

Should the customer choose to discontinue a term discount prior to the completion of the minimum service period, discontinuance charges will apply. Discontinuance charges equal to one-hundred percent of the total undiscounted monthly rates, less any amounts previously paid, will apply for the minimum service period.

Additionally, discontinuance charges of fifty percent of the total undiscounted monthly charges will apply to the remaining portion of the discount service term.

Should the customer choose to discontinue service ordered under a term discount the minimum service period but before the completion of the discount period, discontinuance charges will apply. Discontinuance charges of fifty percent of the total undiscounted monthly charges will apply to the remaining portion of the discount period. For example, a customer has a DS3 Service which it chooses to discontinue after 33 months into a 60-month service term. The discontinuance charge would be 0.50 times 27 months times the undiscounted monthly rate for that service.
5. **HIGH CAPACITY SERVICE**

5.1 **Basic Channel Description**

A High Capacity channel is a channel for the transmission of nominal 1.544 Mbps (DS1) or 44.736 Mbps (DS3) isochronous serial data. The actual bit rate is a function of the channel interface selected by the customer. High Capacity channels are provided between customer designated premises or between a customer designated premises and a Company hub or hubs.

5.2 **Technical Specifications Packages**

<table>
<thead>
<tr>
<th>Parameters</th>
<th>Package</th>
<th>Package</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error-Free Seconds</td>
<td>HC1</td>
<td>HC3</td>
</tr>
<tr>
<td>Optional Features and Functions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DACS Connecting Arrangement</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Battery Back-Up</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>Central Office Multiplexing:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DS1 to Voice</td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>DS1 to DSO</td>
<td></td>
<td>X</td>
</tr>
<tr>
<td>DS3 to DS1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

A channel with technical specifications package HC1 will be capable of an error-free second performance of 98.75% over a continuous 24 hour period as measured at the 1.544 Mbps rate through a CSU equivalent which is designed, manufactured, and maintained to conform with the specifications contained in Technical Reference PUB 62411.

5.3 **Channel Interfaces**

The following channel interface (CI) defines the bit rates that are available for a High Capacity channel.

<table>
<thead>
<tr>
<th>CI</th>
<th>Bit Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DS-15*</td>
<td>1.544 Mbps (DS1)</td>
</tr>
<tr>
<td>DS-44</td>
<td>44.736 Mbps (DS3)</td>
</tr>
</tbody>
</table>

*A 64.0 kbps channel is available as a channel(s) of a 1.544 Mbps channel to a Company hub.*

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5. HIGH CAPACITY SERVICES (Cont'd)

5.4 Optional Features and Functions

(1) Central Office Multiplexing

(A) DS1 to Voice

An arrangement that converts a 1.544 Mbps channel to 24 individual voice grade channels.

(B) DS1 to DS0

An arrangement that converts a 1.544 Mbps channel to 23 64.0 kbps channels utilizing digital time division multiplexing. Conversion to 24 64.0 kbps channels may be provided subject to availability. One or more voice grade channels of this DS1 may be substituted for 64.0 kbps channels in this arrangement. Refer to the appropriate tariffs for the rates and charges applicable to voice grade services.

(C) DS3 to DS1

An arrangement that converts a 44.736 Mbps channel to 28 DS1 channels using digital time division multiplexing.

(2) Battery Back-Up

Battery Back-up is an optional DC power source to be used for emergency power for the channelizing equipment.
5. **HIGH CAPACITY SERVICES (Cont'd)**

5.4 **Optional Features and Functions (Cont'd)**

(3) **Digital Access and Cross-connect System (DACS) Connecting Arrangement**

An arrangement that allows the customer to interconnect the individual Voice Grade or Digital Data channels of a 1.544 Mbps Service with other 1.544 Mbps Services, Voice Grade Services or Digital Services in the same hubbing wire center where DACS facilities are available. After initial installation, a nonrecurring charge will be applied to rearrange the DACS connecting arrangement. Channel Termination and Channel Mileage charges as described in 4.1 preceding are applicable in addition to the DACS Connecting Arrangement charges.
5. **HIGH CAPACITY SERVICES (Cont'd)**

### 5.5 Rates and Charges - DS1

#### 5.5.1 Monthly Rates

<table>
<thead>
<tr>
<th><strong>P/S Code</strong></th>
<th><strong>Monthly Rate</strong></th>
<th><strong>Nonrecurring Charge</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>DS1 CT</td>
<td>$142.53</td>
<td>$450.00</td>
</tr>
<tr>
<td>DS1 CMF</td>
<td>$13.44</td>
<td>None</td>
</tr>
<tr>
<td>DS1 CMF51+</td>
<td>$21.84</td>
<td>None</td>
</tr>
<tr>
<td>DS1 CMT</td>
<td>$192.00</td>
<td>$900.00</td>
</tr>
</tbody>
</table>

#### (A) Channel Termination
- **Per Termination**
- 1.544 Mbps

#### (B) Channel Mileage
1. **Channel Mileage Facility - per mile**
   - 1.544 Mbps 1-50 miles
   - 1.544 Mbps over 50 miles

2. **Fixed Mileage**
   - 1.544 Mbps

**Optional Features and Functions**

1. **Multiplexing**
   - per arrangement
     - DS1 to Voice
     - DS1 to DSO

2. **DACS Connecting Arrangement**
   - Per Port
     - DS1
     - DDS
     - VG
     - Rearrangement
     - Per Port

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5. **HIGH CAPACITY SERVICES (Cont'd)**

5.6 **Rates and Charges - DS3**

5.6.1 **Monthly Rates and Charges**

<table>
<thead>
<tr>
<th>P/S Code</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) <strong>Channel Termination</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Per Termination</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity of 1 Interface</td>
<td>DS3 CT</td>
<td>$1,434.00</td>
</tr>
<tr>
<td>Capacity of 3 Interface</td>
<td>DS3 CT3 IF</td>
<td>$1,935.00</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT3</td>
<td>$189.00</td>
</tr>
<tr>
<td>Capacity of 6 Interface</td>
<td>DS3 CT6 IF</td>
<td>$3,315.00</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT6</td>
<td>$143.00</td>
</tr>
<tr>
<td>Capacity of 12 Interface</td>
<td>DS3 CT12 IF</td>
<td>$4,597.00</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT12</td>
<td>$143.00</td>
</tr>
</tbody>
</table>

(B) **Channel Mileage**

(1) **Channel Mileage Facility**
- Per Mile | DS3 CMF | $120.00 | None |

(2) **Fixed Mileage**
- Per Termination | DS3 CMT | $524.00 | $503.57 |

(C) **Optional Features and Functions**

(1) **Multiplexing**
- Per Arrangement | DS3 MUX DS1 | $291.00 |

(2) **Battery Back-Up**
- Per Arrangement | DS3 BAT BU | $91.00 |

Nonrecurring charges apply to Fixed Mileage rates when installed without a Channel Termination.

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5. **HIGH CAPACITY SERVICES (Cont'd)**

5.6 **Rates and Charges - DS3 (Cont'd)**

5.6.2 **60 Month Rates and Charges**

<table>
<thead>
<tr>
<th>P/S Code</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>(A) Channel Termination</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Per Termination</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capacity of 1 Interface</td>
<td>DS3 CT:60</td>
<td>$1,147.20</td>
</tr>
<tr>
<td>Capacity of 3 Interface</td>
<td>DS3 CT3 IF:60</td>
<td>$1,548.00</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT3:60</td>
<td>$151.20</td>
</tr>
<tr>
<td>Capacity of 6 Interface</td>
<td>DS3 CT6 IF:60</td>
<td>$2,652.00</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT6:60</td>
<td>$114.40</td>
</tr>
<tr>
<td>Capacity of 12 Interface</td>
<td>DS3 CT12 IF:60</td>
<td>$3,677.60</td>
</tr>
<tr>
<td>- Per DS3</td>
<td>DS3 CT12:60</td>
<td>$114.40</td>
</tr>
</tbody>
</table>

| **(B) Channel Mileage** | | |
| (1) Channel Mileage Facility | | |
| - Per Mile | DS3 CMF:60 | $96.00 | None |
| (2) Fixed Mileage * | DS3 CMT:60 | $419.20 | 503.57 |

| **(C) Optional Features and Functions** | | |
| (1) Multiplexing, Per Arrangement | DS3 MUX DS1 | $291.00 | |
| DS3 to DS1 | | | |
| (2) Battery Back-Up, Per Arrangement | DS3 BAT BU | $91.00 | |

* Nonrecurring charges apply to Fixed Mileage rates when installed without a Channel Termination.*
6. DIGITAL SWITCHED SERVICE

6.1 Description

(A) Digital Switched Services (DSS) provides digital exchange service to subscribers between the Company's central office and the subscriber's premise. DSS includes a digital facility, common equipment, and subscriber facilities for access to the local exchange and toll networks.

(B) Subscriber facilities are defined as DSS Trunks or DSS Lines.

(C) DSS is offered over a DS1 facility transmitting at a rate of 1.544 Mbps and able to carry up to 24 subscriber facilities.

(D) DS1 service may be provided via fiber optic facilities between the Company's central office and the customer's premise.

(E) If the standard service, as described and offered, does not meet a particular customer requirement, the customer may request and the Company may develop a Custom offering. Customized rates will apply.

6.2 Terms and Conditions

(A) DSS is provided subject to the availability of central office and subscriber facilities.

(B) The type of DSS facility installed will be determined by the company.

(C) Each DS1 facility enables the customer to install up to a maximum of 24 subscriber facilities per DS1 facility. The customer is billed for the actual number of trunks in service on each DS1 facility.

(D) The minimum service period for the DS1 facility is one month.

(E) The minimum service period for subscriber facilities is one month.

(F) Regulations, rates, and charges, as described in the Local and General Exchange Tariffs and other sections of this tariff, apply as appropriate.

(G) Business EAS rates apply to DSS trunks and lines, as described in the Local Exchange Tariff.

(H) Spare channels on the DSS facility may be used by the customer for Private Line/Special Access Service and WATS Access Line Service. To provide these services on the spare channels of the DSS facility, multiplexing functions are required in order to channelize facilities to individual services requiring a lower capacity or bandwidth.
6. **DIGITAL SWITCHED SERVICES** (Cont'd)

6.3 **Rates and Charges**

6.3.1 **Digital Facilities**

<table>
<thead>
<tr>
<th>Description</th>
<th>LINSEC</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS Common Equipment/facility per 24 channel facility. Advance trunks only. Monthly rates</td>
<td>DSS CE</td>
<td>$335.00</td>
<td>None</td>
</tr>
<tr>
<td>DSS Multiplexing, per arrangement. DS1 to Voice DS1 to DSO Other facilities needed to provide digital service.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DS1 V MUX for applicable rates DS1 DSO MUX refer to Section 5.5</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6.3.2 **Subscriber Facilities**

<table>
<thead>
<tr>
<th>Description</th>
<th>LINSEC</th>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS DID/DOD Trunks</td>
<td></td>
<td>$45.00</td>
<td>--</td>
</tr>
<tr>
<td>DSS Trunks</td>
<td></td>
<td>45.00</td>
<td>--</td>
</tr>
</tbody>
</table>

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7. **DIRECT INWARD/OUTWARD DIALING SERVICE**

7.1 **Description**

Direct Inward Dialing (DID) Service is a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance. Direct Inward Dialing/Direct Outward Dialing (DID/DOD) Service is a 2-way trunk, which allows both incoming and outgoing calls.

7.2 **Terms and Conditions**

(A) DID Service may be provided where Central Office facilities are available and where the customer-provided switching equipment (PBX) capabilities permit. The customer-provided switching equipment must comply with Part 68 of the Federal Communications Commission's (47 CFR Part 68) Rules and Regulations.

(B) One primary directory listing will be provided for each PBX system. An additional listing of each DID number may be provided subject to the terms and conditions, rates and charges specified in Section 22, Directory Listings, of this Tariff.

(C) DID Service must be provided on all lines in a trunk group arranged for DID Service. Each trunk group shall be considered a separate service.

(D) Sequential numbers may be assigned if blocks of numbers are available and at the discretion of the Company. Rates and charges associated with groups of DID numbers are specified.

(E) The customer may reserve additional DID numbers for future use at the rates and charges.

(F) The customer is responsible for providing interception of calls to vacant and nonworking assigned DID numbers by either an attendant intercept, recorded announcement service or by the Company DID Intercept Services, as provided in this section.

(G) DID Service is only offered with switching vehicles served by trunk service. Answer supervision is required from the customer's switching vehicle.

(H) DID Service is subject to the terms, conditions, rates and charges applicable to other exchange services and is in addition to the basic rates and charges for the service with which it is associated.
7. **DIRECT INWARD/OUTWARD DIALING SERVICE** (Cont'd)

### 7.3 Rates and Charges

**DID Telephone Numbers**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rates</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Inward Dialing Service (without operator assistance)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DID Common Equipment,</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group of 100 DID Numbers Reserved:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Month-to-Month Term</td>
<td>$28.15</td>
<td>(1)</td>
</tr>
<tr>
<td>Group of 20 DID Numbers Reserved:</td>
<td>$15.00</td>
<td>(1)</td>
</tr>
<tr>
<td>Month-to-Month Term</td>
<td>$15.00</td>
<td></td>
</tr>
</tbody>
</table>

**NOTES:**
- No charge for installation of optional features will apply if included with initial installation. If installed after initial installation, an installation charge of $50.00 for each optional feature applies in addition to appropriate Service Charges.

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

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Monthly Rates</th>
<th>Installation Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-instatement of a DID number to a DID Number block, per individual DID number assigned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- First Number</td>
<td>$1.00</td>
<td>$200.00</td>
</tr>
<tr>
<td>- Each Additional Number</td>
<td>$1.00</td>
<td>$20.00</td>
</tr>
</tbody>
</table>

### 7.4 DID Intercept Service

- **(A)** DID Intercept Service provides new number or explanatory information to callers dialing changed or disconnected DID numbers. It includes messages delivered either mechanically by a recording or live by an operator. Announcements provided by a live operator may include, but are not limited to, screening by name and referral to one or more numbers from several listed.

- **(B)** DID Intercept Service is subject to the availability of facilities and availability of the disconnected DID number. The duration of the intercept may vary. Message selection may be restricted in some cases. The Company reserves the right to establish time constraints upon these services. The Company will be held harmless from any claims which may arise out of the Company's provision of DID Intercept Service. The Company also reserves the right to revoke any DID Intercept Service in the event of nonpayment. DID Intercept Service rates shall be applied as specified under rates.

- **(C)** Rates:
  - DID Intercept Service, recording or live operator
    - LINSEC
    - RATE
    - DID INTCPT
    - $1.75 per DID number

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**BY:** Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
8. ROTARY SERVICES

8.1 General

Rotary Services furnish the following features to the customer:

(A) Pilot Number Hunting - provides sequential hunting of all numbers if the pilot number is dialed. If any other number in the group is dialed no hunting will be performed.

(B) Regular Hunting - provides sequential hunting starting at the number dialed and proceeding to the end of the group.

(C) Circular Hunting - provides sequential hunting starting at the number dialed and proceeding to hunt all numbers in the group.

(D) Distribution Hunting - provides hunting beginning at the number that has been idle for the longest period of time. All numbers will be hunted, based upon the length of time the number has been idle.

(E) Stop Hunt - provides the capability by key or dialed activation code to halt the hunting sequence at a given line within the group.

8.2 Regulations

(A) Rotary Services and Direct Inward/Outward Dialing Services are available only to those customers who are, or may request to be, served from a central office equipped to provide such services. These services will be provided where technically and economically feasible and where the Company determines sufficient demand exists to warrant the provision of the services.

(B) Individual line rates apply in addition to the rotary services rates.

(C) Only one type of Rotary Hunting can be activated for each group.

8.3 Rates

<table>
<thead>
<tr>
<th>Per Individual Line equipped with:</th>
<th>Monthly Rate</th>
<th>Install/Change Charge (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Circular Hunting</td>
<td>$3.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>(B) Distribution Hunting</td>
<td>$5.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>(C) Pilot Number Hunting</td>
<td>$3.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>(D) Regular Hunting</td>
<td>$3.00</td>
<td>$2.50</td>
</tr>
<tr>
<td>(E) Stop Hunt, Dialed Code</td>
<td>$5.00</td>
<td>$2.50</td>
</tr>
</tbody>
</table>

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: August 7, 2006
8. ROTARY SERVICES (Cont'd)

8.4 Optional Features

8.4.1 DID Trunk Queuing

(A) Description

DID Trunk Queuing is an arrangement whereby incoming calls that are placed to station lines within a DID system can be held in queue if all trunks between the central office switch and the customer's PBX are busy. Calls in queue will be held in their order of arrival until a trunk becomes available. Calls in queue are served on a first-in, first-out basis. Calls held in queue will hear ringing until answered.

(B) Terms and Conditions

(1) DID Trunk Queuing and its associated options will only be provided where adequate and suitable CO facilities exist.

(2) The provision of this feature requires that the customer subscribe to a sufficient number of facilities to adequately handle the volume of incoming calls.

(3) The customer must purchase one queue slot for each call the customer wants to hold in queue. For example, a customer wanting to hold two calls in queue when all lines are busy must have two queue slots in the queue group.

(4) The music on queue option requires a Voice Grade channel between the serving central office and a customer-provided music source at the customer's premises.

(5) The customer must specify the length of time a call is held in queue before going to delay announcement. The customer must also specify the number of announcements (maximum of four) and the amount of time between announcements. Changes to these values may only be made through the issuance of a service order.
8. ROYARY SERVICES (Cont'd)

8.4 Optional Features (Cont'd)

8.4.1 DID Trunk Queuing (Cont'd)

(C) Rates and Charges

<table>
<thead>
<tr>
<th>Monthly Rate</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Per DID station number equipment</td>
<td>$ .25</td>
</tr>
<tr>
<td>Per queue group</td>
<td>--</td>
</tr>
<tr>
<td>Per queue slot in group</td>
<td>15.00</td>
</tr>
<tr>
<td>Change in quantity of queue slots in queue group, per group</td>
<td>--</td>
</tr>
</tbody>
</table>

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: August 7, 2006
9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES

In this section normally scheduled working hours are an employee's scheduled work period in any given calendar day (e.g., 8:00 a.m. to 5:00 p.m.) for the application of rates based on working hours. A Miscellaneous Service Order Charge applies to any service, or combination of services ordered simultaneously, from this section of the tariff for which a service order is not already pending. The Miscellaneous Service Order Charge is an administrative charge designed to compensate for the expenses associated with service order issuance.

The charge always applies to the following services since a pending service order would not exist:
- Overtime Repair (9.2.2), Standby Repair (9.2.3), Testing and maintenance with Other Companies other than when in conjunction with Acceptance Testing (9.2.4), Other Labor (9.2.5) and Maintenance of Service (9.3.1). The Miscellaneous Service Order Charge will also apply to Restoration Priority (9.3.2) if they are ordered subsequent to the initial installation of the associated Private Line service, thereby necessitating the issuance of another service order.

The charge does not apply to the following services since there would exist a pending service order:
- Additional Engineering (9.1), Overtime Installation (9.2.1), Standby Acceptance Testing (9.2.3), Testing and Maintenance with other companies when in conjunction with Acceptance Testing (10.2.4). This charge is as follows:

  - Miscellaneous Service Order Charge, per occurrence $28.62

9.1 Additional Engineering

Additional Engineering will be provided by the Company at the request of the customer only when:

(A) A customer requests additional technical information after the Company has already provided the technical information normally included on the Design Layout Report (DLR).

(B) Additional engineering time is incurred by the Company to engineer a customer's request for a customized service.
9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.1 Additional Engineering (Cont'd)

(C) A customer requests a Design Change, additional engineering time is incurred by the Company for the engineering review as set forth in 3.2.2(C). The charge for additional engineering will apply whether or not the customer authorizes the Company to proceed with the design change.

(D) When the Company determines additional engineering is required.

The Company will notify the customer that additional engineering charges, as set forth in 9.1.1 following, will apply before any additional engineering is undertaken.

9.1.1 Charges For Additional Engineering

The charges for additional Engineering are as follows:

<table>
<thead>
<tr>
<th>Additional Engineering</th>
<th>Each Half Hour or Fraction Thereof</th>
</tr>
</thead>
<tbody>
<tr>
<td>(A) Basic Time, normally scheduled working hours, per engineer</td>
<td>$18.20</td>
</tr>
<tr>
<td>(B) Overtime, outside of normally scheduled working hours, per engineer</td>
<td>$27.30</td>
</tr>
</tbody>
</table>

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4001 Rodney Parham Road
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Effective: August 7, 2006
9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.2 Additional Labor

Additional labor is that labor requested by the customer on a given service and agreed to by the Company as set forth in 9.2.1 through 9.2.5 following. The Company will notify the customer that additional labor charges as set forth in 9.2.6 following will apply before any additional labor is undertaken.

9.2.1 Overtime Installation

Overtime installation is that Company installation effort outside of normally scheduled working hours.

9.2.2 Overtime Repair

Overtime repair is that Company maintenance effort performed outside of normally scheduled working hours.

9.2.3 Stand by

Stand by includes all time in excess of one-half (1/2) hour during which Company personnel stand by to make installation acceptance tests or cooperative tests with a customer to verify facility repair on a given service.
9.  ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.2  Additional Labor (Cont'd)

9.2.4  Testing and Maintenance with Other Companies

Additional testing, maintenance or repair of facilities which connect to facilities of other telephone companies, is that which is in addition to normal effort required to test, maintain or repair facilities provided solely by the Company.

9.2.5  Other Labor

Other labor is that additional labor not included in 9.2.1 through 9.2.4 preceding and labor incurred to accommodate a specific customer request that involves only labor which is not covered by any other section of this tariff.

9.2.6  Charges for Additional Labor

The charges for additional labor are as follows:

<table>
<thead>
<tr>
<th>Additional Labor Periods</th>
<th>Each Half Hour or Each Half Fraction Thereof</th>
</tr>
</thead>
</table>

(A)  Installation or Repair

- Overtime, outside of normally scheduled working hours on a scheduled work day, per technician $23.24*

- Premium Time, outside of scheduled work day, per technician $31.34*

* A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

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9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.2 Additional Labor (Cont'd)

9.2.6 Charges for Additional Labor (Cont'd)

<table>
<thead>
<tr>
<th>Additional Labor Periods</th>
<th>Each Half Hour or Fraction Thereof</th>
</tr>
</thead>
<tbody>
<tr>
<td>(B) Stand by</td>
<td></td>
</tr>
<tr>
<td>- Basic time,</td>
<td></td>
</tr>
<tr>
<td>normally scheduled</td>
<td></td>
</tr>
<tr>
<td>working hours,</td>
<td></td>
</tr>
<tr>
<td>per technician</td>
<td>$16.20</td>
</tr>
<tr>
<td>- Overtime, outside of</td>
<td></td>
</tr>
<tr>
<td>normally scheduled</td>
<td></td>
</tr>
<tr>
<td>work day, per</td>
<td>$24.30*</td>
</tr>
<tr>
<td>technician</td>
<td></td>
</tr>
<tr>
<td>- Premium Time,</td>
<td></td>
</tr>
<tr>
<td>outside of scheduled</td>
<td></td>
</tr>
<tr>
<td>work day, per</td>
<td>$32.41*</td>
</tr>
<tr>
<td>technician</td>
<td></td>
</tr>
</tbody>
</table>

* A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212
9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.2 Additional Labor (Cont'd)

9.2.6 Charges for Additional Labor (Cont'd)

<table>
<thead>
<tr>
<th>Additional Labor</th>
<th>Each Half Hour or Fraction Thereof</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Installation and Central Office</td>
</tr>
<tr>
<td></td>
<td>Repair Technician Equipment Technician</td>
</tr>
<tr>
<td>Testing and Maintenance with other Telephone Companies, or Other Labor</td>
<td></td>
</tr>
<tr>
<td>- Basic Time, normally scheduled working hours, per technician</td>
<td>$16.20</td>
</tr>
<tr>
<td>- Overtime, outside of normally scheduled working hours on a scheduled work day, per technician</td>
<td>$24.30*</td>
</tr>
<tr>
<td>- Premium Time, outside of scheduled work day, per technician</td>
<td>$32.41*</td>
</tr>
</tbody>
</table>

* A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

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9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.3 Miscellaneous Services

9.3.1 Maintenance of Service

(A) When a customer reports a trouble to the Company for clearance and no trouble is found in the Company's facilities, the customer shall be responsible for payment of a Maintenance of Service charge for the period of time from when Company personnel are dispatched to the customer designated premises to when the work is completed. Failure of Company personnel to find trouble in Company facilities will result in no charge if the trouble is actually in those facilities, but not discovered at the time.

(B) The customer shall be responsible for payment of a Maintenance of Service charge when the Company dispatches personnel to the customer designated premises, and the trouble is in equipment or communications systems provided by other than the Company or in detariffed CPE provided by the Company.

In either (A) or (B) preceding, no credit allowance will be applicable for the interruption involved if the Maintenance of Service Charge applies.

(C) The charges for Maintenance of Service are as follows:

<table>
<thead>
<tr>
<th>Maintenance of Service Periods</th>
<th>Each Half Hour or Each Fraction Thereof</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Time, Overtime* and Premium Time*</td>
<td>See the rates for Additional Labor as set forth in 10.2.6(C) preceding</td>
</tr>
</tbody>
</table>

* A call-out of a Company employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of four hours.

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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9. ADDITIONAL ENGINEERING, ADDITIONAL LABOR AND MISCELLANEOUS SERVICES (Cont'd)

9.3 Miscellaneous Services (Cont'd)

9.3.2 Restoration Priority

The Company will arrange a Digital Service for Restoration Priority on receipt of certification in conformance with Part 64, Subpart D, Appendix A of the Federal Communications Commission's Rules and Regulations. A charge applies when a request to provide or change a Restoration Priority is received subsequent to the issuance of a Service Order to install the service. No charge applies when a Restoration Priority is discontinued, or when ordered coincident with a service order to install service.

<table>
<thead>
<tr>
<th>Restoration priority, per service arranged</th>
<th>Nonrecurring Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$61.74</td>
</tr>
</tbody>
</table>

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BY: Vice President
4001 Rodney Parham Road
Little Rock, Arkansas 72212
10. FRAME RELAY SERVICE ACCESS CHANNEL

10.1 Description

The Company's Frame Relay Service (FRS) Access Channel provides access only to the nearest Company FRS Service Point connecting customer facilities at the network interface with a corresponding Company FRS port.

The network interface is the point at which a customer's data transmissions first enter the network supporting Company Frame Relay Service. The network interface is the point of interconnection between Company communications facilities and customer terminal equipment.

The Company FRS ports are the physical entry points for Access in the Company FRS Network. The Company FRS port enables customers to allocate bandwidth to applications as needed at customer-designated transmission speeds of either up to 56 kbps or up to 1.544 Mbps. Company FRS ports are located at Company FRS Service Points. Company FRS Service Points are serving wire center locations designated by the Company where the Company FRS Network is to be accessed.

10.2 Terms and Conditions

(A) WINDSTREAM OF THE MIDWEST, INC., FRS Access is provided subject to the availability of central office equipment and outside plant facilities.

(B) The minimum service period for month-to-month service is one month.

(C) Regulations as described in other sections of this tariff apply as appropriate.

(D) When a customer's serving wire center is not an WINDSTREAM OF THE MIDWEST, INC., FRS Service Point, the customer may utilize a combination of an WINDSTREAM OF THE MIDWEST, INC., FRS Access Channel and WINDSTREAM OF THE MIDWEST, INC., FRS Transport Mileage. WINDSTREAM OF THE MIDWEST, INC., FRS Transport Mileage provides for the transmission facilities between the serving wire center associated with the designated premise and the WINDSTREAM OF THE MIDWEST, INC., FRS Service Point and associated WINDSTREAM OF THE MIDWEST, INC., FRS port.
10. FRAME RELAY SERVICE ACCESS CHANNEL (Cont’d)

10.3 Discounted Fixed-Period Service Agreements

Fixed-period service agreements allow the customer to order service with the assurance that during the period of the service agreement the monthly rates for the purchased service will not exceed the levels in effect at the time the service is ordered.

The customer must specify the length of the fixed-period service at the time the service is ordered.

At the end of the fixed-service period, the customer may negotiate a new fixed-period service agreement, convert to month-to-month service or may terminate service. The monthly rates will be those in effect at the time the new service period begins. Should the customer not make a choice by the end of a fixed-service agreement, service rates will automatically revert to those in effect for the month-to-month option. If service is continued under any of the pricing plans, nonrecurring charges will not apply.

Services provided under the month-to-month plan may be upgraded to fixed-period service at any time without the customer incurring any nonrecurring or discontinuance charges. The monthly rates will be those in effect at the time the new fixed-period service begins.

If the customer chooses to change an existing service offered under a fixed-period service agreement to the month-to-month plan, the change will be treated as a discontinuance of the existing service and an establishment of new service, and appropriate discontinuance charges will apply.

10.4 Discontinuance of Service

Should a customer choose to discontinue discounted fixed-period service before the completion of a discounted fixed-period service agreement, a nonrecurring discontinuance charge equal to 40% of the customer's remaining portion of the fixed-period service agreement will apply. For example, a customer has a service which it chooses to discontinue after 33 months of a 60-month discounted fixed-period service agreement. The discontinuance charge will be .40 multiplied by 27 months, multiplied by the sum of the monthly rate elements for that service.
10. **FRAME RELAY SERVICE ACCESS CHANNEL (Cont'd)**

10.5 **Rates and Charges**

10.5.1 **Month-to-Month Rates**

<table>
<thead>
<tr>
<th>Order Code</th>
<th>Monthly Rates</th>
<th>Nonrecurring Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRSAC,56K</td>
<td>$48.35</td>
<td>$228.07</td>
</tr>
<tr>
<td>FRSAC,DS1</td>
<td>$131.95</td>
<td>795.61</td>
</tr>
<tr>
<td>IFRSAC,56K</td>
<td>$48.35</td>
<td>228.07</td>
</tr>
<tr>
<td>IFRSAC,DS1</td>
<td>$131.95</td>
<td>795.61</td>
</tr>
</tbody>
</table>

**FRS Transport Mileage**

<table>
<thead>
<tr>
<th>Order Code</th>
<th>Monthly Rates</th>
<th>Fixed Per Mile</th>
</tr>
</thead>
<tbody>
<tr>
<td>IFRSTMF,56K</td>
<td>$81.31</td>
<td>$.44</td>
</tr>
<tr>
<td>IFRSTMV,56K</td>
<td></td>
<td></td>
</tr>
<tr>
<td>IFRSTMF,DS1</td>
<td>$169.23</td>
<td>5.50</td>
</tr>
<tr>
<td>IFRSTMV,DS1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**BY:** Vice President

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