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XO COMMUNICATIONS SERVICES, LLC

REGULATIONS, DESCRIPTIONS, AND RATES

APPLICABLE TO FURNISHING

LOCAL EXCHANGE SERVICES

WITHIN THE STATE OF WASHINGTON

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1. Definitions

Certain terms used generally throughout this Product Document are defined below

Advance Payment: Payment of all or part of a charge required before the start of service.

Analog: A transmission method employing a continuous (rather than a pulsed or digital) electrical signal that varies in amplitude or frequency in response to changes of sound, light, position, etc., impressed on a transducer in the sending device.

Anonymous Call Rejection: This feature allows subscribers with or without Calling Number Delivery and/or Calling Name Delivery to reject calls for which calling name/number display information has been intentionally blocked. Only calls for which the information has been blocked are rejected. If the display information is not available due to network restrictions or other reasons, the receiving customer premises equipment (telephone or adjunct)-if equipped-is presented with a message to indicate the unavailability of the calling information. Rejected calls are sent to a service provider announcement. An operator in case of emergency can override Anonymous Call Rejection. 3

ASCII: American Standard Code for Information Interchange. An eight-level code for data transfer adopted by the American Standards Association.

Assume Dial "9": A system feature that eliminates the need for all Centrex users in the same Centrex group to dial an access level "9" to access the PSTN. All lines in the Centrex must be configured as Assume Dial 9 or none.
Asynchronous: Transmission in which each information character is individually synchronized usually by the use of start-stop elements. The gap between each character is not of a fixed length.

Attendant : An operator of a PBX console or telephone switchboard.

Authorized User: A person, firm, corporation or other entity that either is authorized by the Customer to use local exchange telephone service or is placed in a position by the Customer, either through acts or omissions, to use local exchange telephone service.

Auto Answer Back: The Auto Answer Back feature, when implemented on a Meridian Business set, allows any incoming call to the Primary Directory Number (PDN) of the set to be automatically answered after 4 seconds. Conversation takes place through a hands free unit. This feature requires the use of a handsfree Meridian Business Set.

Automatic Call Back: The subscriber can automatically place a call to the last number they dialed without having to redial the full number, whether the call was answered, unanswered or busy. The number last called is rung again if the line is idle and the call goes through. If the line is busy, the subscriber will hear a special announcement and the DMS will continue to monitor the called number. When the number is idle again the subscriber will receive a special ring on their phone or a tone if they are on another call. When the subscriber picks up the phone the connection is made. This service is limited to calls within the LATA.

Automatic Line (Hotline): Directs the line to automatically call a preassigned number when a line user lifts the handset.

1. Definitions (Cont'd)

Automatic Location Identification (ALI): 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 premises, etc.) will be identified with the address of the telephone number at the main location.

Automatic Number Identification (ANI): A system whereby the calling party's telephone number is identified and sent forward with the call record for routing and billing purposes. E911 Service makes use of this system.

Automatic Recall: Allows the subscriber to automatically place a call to the last number that tried to call them. This allows the subscriber to easily return missed calls. When activated, if the line is busy, the subscriber will hear a special announcement and the DMS will continue to monitor the called number. When the number is idle again the subscriber will receive a special ring on their phone or a tone if they are on another call. When the subscriber picks up the phone the connection is made. This service is limited to calls within the LATA.

Automatic Route Selection-Basic (ARS- Basic): This feature allows Centrex users to automatically select the preferred dedicated route for a PSTN call. The user dials an access level i.e. "9" and the call is routed over the correct dedicated facility for the call type based on routing choices predetermined by the customer and programmed into the Centrex switch. Routing patterns are based on three-digit screening using NPA's only.

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

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

Call Forward Doesn't Answer Ring Select (Subscriber Programmable Ringing): Allows the subscriber with the Call Forward Doesn't Answer option to program the number of rings before a call is forwarded. The subscriber dials an access code, receives a special dial tone, and enters the desired number of rings, from two to nine. A confirmation tone is provided if the operation is successful, and from this point on any incoming call that is unanswered is forwarded after the newly specified number of rings. The new ringing time-out value stays in effect until it is changed.

Call Forward No Answer: Automatically routes incoming calls to a designated answering point when the called line does not answer within a pre-specified number of rings.

Call Forward Variable: Automatically routes incoming calls to a designated answering point, regardless of whether the user's Station is idle or busy.

Call Forwarding of Call Waiting Calls: This service provides the capability to forward unanswered waiting calls to a subscriber-designated DN by using the combined call treatments of Call Waiting and Call Forward Don't Answer. An incoming call to a busy line first receives standard call waiting treatment in which the called party hears an audible tone and the calling party hears audible ringing. If the call is not answered after a period of time that is equal to the time-out value of Call Forward Don't Answer, the incoming call is given Call Forward Don't Answer treatment and is forwarded to a subscriber-designated DN.

1. Definitions (Cont'd)

Call Hold: Allows the User to hold one call for any length of time provided that neither party goes On Hook.

Call Initiation: The point in time when the exchange network facility is initially allocated for the establishment of a specific call.

Call Park: Allows a User to "park" a call against their directory number within the business group and "unpark" the call from any other directory number. A business group consists of a series of Customer-defined telephone numbers.

Call Pickup: Allows a User to answer incoming calls to another Station line within a defined call pickup group. Call Pickup is provided as either Group Call Pickup, where pre-designated groups can pickup each other's calls by activating an access code or a feature key, or Directed Call Pickup, where any call can be retrieved by dialing a different access code followed by the extension number.

Call Termination: The point in time when the exchange network facility allocated to a specific call is released for reuse by the network.

Call Transfer/Consultation/Conference/Three Way: Provides the capability to transfer or add a third party, using the same line.

Call Waiting: Provides the User with a burst of tone to indicate that another call is waiting. The second call can either be answered by flashing the switchhook or hanging up the phone and being rung back by the caller.

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

Call Waiting Display of Caller ID: On Call Waiting calls the calling party's name or number will be displayed along with the audible CWT tone.

Caller ID Name and Number: Adds the display of the calling party's name to Calling Number Delivery.

Calling Number Delivery: Identifies the 10-digit number of the calling party.

Calling Name and Number Delivery: Identifies the name, as provided in the directory listing, as well as the 10-digit number of the calling party.

Calling Number Delivery Blocking: Blocks the delivery of the number to the called party on either a per call or per line basis.

Central Office: An operating office of the Company where connections are made between telephone exchange lines.

Central Office Line: A line providing direct or indirect access from a telephone or switchboard to a central office. Central office lines subject to PBX rate treatment are referred to as central office trunks.

1. Definitions (Cont'd)

Channel: A point-to-point bi-directional path for digital transmission. A channel may be furnished in such a manner as the Company may elect, whether by wire, fiber optics, radio or a combination thereof and whether or not by means of single physical facility or route. One 1.544 Mbps Service is equivalent to 24 channels.

Channel Conversion: The termination of 1.544 Mbps Service at a Customer location with conversion of the digital signal to 24 analog voice grade circuits. Channel Conversion can be furnished by the Customer.

Channel Service Unit: The equipment located at the Customer's premises which terminates each 1.544 Mbps Digital Loop and performs such functions as proper termination of facilities, regeneration of signals, recognition and correction of signal format errors and provides remote loop-back capability.

Class of Service (COS): Used to prevent a Station from dialing certain codes and numbers.

Communications Systems: Channels and other facilities which are capable of two-way communications between subscriber-provided terminal equipment or Company stations, even when not connected to exchange and message toll communications service.

Company: XO Communications Services, LLC, a Delaware corporation, which is the issuer of this Product Document.

Company Facilities: Equipment, cabling, and/or connections owned, leased or otherwise used by the Company or by the Company's agents to provide service to the Customer pursuant to this Product Document.

Commission: The Washington Utilities and Transportation Commission.

Conference Calling - Meet Me: Allows conferees to hold a conference on a six party conference bridge by having all attendees dial into a directory number at a specified time.

Customer: The person, firm, corporation or other entity which orders service and is responsible for the payment of charges and for compliance with the Company's Product Document regulations.

Customer Group Dialing Plan: A dialing scheme shared by the members of a Customer group, such as 4 digit internal dialing.

Customer Premises Equipment: Telecommunications gear and associated arrangements that the Customer purchases or leases from its suppliers, connects to Company Facilities as defined above and maintains.

Demarcation Point: The physical dividing point between the Company Facilities and the Customer's Premises Equipment and/or cabling.

Dial Pulse (DP): The pulse type employed by rotary dial Station sets.

1. Definitions (Cont'd)

Digital Facility Interface (IXC T-1 Access): This termination provides a digital interface for a high capacity (T-1) facility that terminates to a customer's Centrex system. This service provides for the termination of 24 circuits within the Centrex to another Centrex, PBX or to a Long Distance Carrier (IXC). Two digital facility interfaces will be needed to connect two Centrex systems, one for each Centrex. The cost of the Digital Facility Interface is in addition to the T-1 private line.

Direct Inward Dialing (DID): A service attribute that routes incoming calls directly to Stations, by-passing a central answering point.

Direct Outward Dial (DOD): A service attribute that allows individual station users to access and dial outside numbers directly.

Directed Call Pickup: Allows a Centrex station user to answer incoming calls that ring on another station within a pre-set group by dialing a feature activation code and the extension number of the station being answered. The maximum number of members in a Directed Call Pickup Group is 75.

Distinctive Ringing/Call Waiting: With this service, incoming calls from up to 12 DNs (DMS-100) can be automatically identified by distinctive ringing. A distinctive ringing pattern (short-long-short for the DMS-100) accompanies incoming calls from the designated DNs. If a subscriber is engaged in conversation and a call from one of the designated DNs arrives, a distinctive call waiting tone (short-long-short) accompanies the incoming call. Calls from all other DNs ring normally.

Do Not Disturb: Allows the User to prevent incoming calls from ringing its line by diverting them to a tone or a recorded announcement that informs the caller that the User is not accepting calls at this time.

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

Electronic Set Interface per PDN: This feature allows for the connection of a Business Set to the Central Office through a special interface card.

Exchange: A unit established by a utility for Communication service in a specific geographic area, which usually embraces a city, town or community and its environs. It usually consists of one or more central offices together with the associated plant used in furnishing communication service to the general public within that area.

Exchange Access Line: A central office line furnished for direct or indirect access to the exchange system.

Exchange Service: The provision to the subscriber of access to the exchange system for the purposed of sending and receiving calls. This access is achieved through the provision of a central office line (exchange access line) between the central office and the subscriber's premises.

Executive Busy Override: Allows a station to gain access (barge-in) to a busy station by flashing the switchhook when a busy is reached and dialing a feature activation code. This feature is also available for MADN groups, MCA and SCA.

Executive Busy Override Exempt: Block a station using Executive Busy Override from entering a call that the EBX station user has made or received.

1. Definitions (Cont'd)

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

Fast Transfer: This feature—which provides Transfer on Release capability—speeds up call handling for Meridian Business Set (MBS) users by: Reducing the number of keystrokes needed to transfer a call Eliminating the need to first conference the call. The Transfer on Release capability enhances Three-Way Call/Call Transfer (3WC/CXR) feature.

Final Account: A Customer whose service has been disconnected who has outstanding charges still owed to the Company.

Flat Rate Service: the type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

Ground Start: Describes the signaling method between the PBX/key system interface and the Company's switch. It is the signal requesting service.

Hunting: Routes a call to an idle Station line. With Serial Hunting, calls to a member of a hunt group will search from that point to the end of the group and stop.

Incoming Service Group: Two or more central office lines arranged so that a call to the first line is completed to a succeeding line in the group when the first line is in use.

Individual Case Basis: (ICB) A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Intercept: Provides a recorded announcement of the status of the number dialed; disconnected, number changed, etc.

Interface: That point on the premises of the subscriber at which provision is made for connection of facilities provided by someone other than the Company to facilities provided by the Company.

Interoffice Mileage: The segment of a line which extends between the central offices serving the originating and terminating points.

Interruption: The inability to complete calls, either incoming or outgoing or both, due to Company facilities malfunction or human errors.

Joint User: A person, firm or corporation designated by the Customer as a user of local exchange service furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA: A local access and transport area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Leased Channel: A non-switched electrical path used for connection of equipment furnished by the subscriber to equipment furnished by the subscriber or the Company for a specific purpose.

Least Idle Trunk Selection (LIDL): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

1. Definitions (Cont'd)

Link: The physical facility from the network interface on an end-user's or carrier's premises to the point of interconnection on the main distribution frame of the Company's central office.

Local Calling: A completed call or telephonic communication between a calling Station and any other station within the local service area of the calling Station.

Local Exchange Carrier: A company which furnishes exchange telephone service.

Loops: Segments of a line which extend from the serving central office to the originating and to the terminating point.

Loop Start: Describes the signaling between the terminal equipment or PBX/key system interface and the Company's switch. It is the signal requesting service.

Mbps: Megabits, or millions of Bits, per second.

Message Waiting: This feature provides an indication to a Station User that a message is waiting. Indications may be visual (lamp) or audible (stuttered dialtone).

Most Idle Trunk Selection (MIDL): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Multiple Appearance Directory Numbers: A directory number that is assigned more than once to one or more Proprietary Business Sets.

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

Multi-line Hunt: A method of call signaling by which a call placed to one number is subsequently routed to one or more alternative numbers when the called number is busy.

Network Control Signaling: the transmission of signals used in the telecommunications system which perform functions such as supervision (control, status and charging signals), address signaling (e.g. dialing), calling and called number identification, audible tone signals (call progress signals indicating re-order or busy conditions, alerting) to control the operation of switching machines in the telecommunications system.

Node: The location to which digital channels are routed and where access is provided to such lines and associated equipment for testing.

Non-Recurring Charges: The one-time charges for services or facilities, including but not limited to charges for construction, installation, or special fees, for which the Customer becomes liable at the time the Service Order is executed.

Off-Hook: The term "off-hook" denotes the active condition of a telephone exchange service line.

On-Hook: The term "on-hook" denotes the idle condition of a telephone exchange service line.

1. Definitions (Cont'd)

Originating Off-Net: A call originating on and placed via non-company owned or company leased facilities.

Originating On-Net: A call originating on and placed via company owned or company leased facilities.

PBX: A private branch exchange.

Point-of-Termination: The point at which the Company's responsibility to provide equipment and Service ends and where the Customer's responsibilities begin, identified as the interface between the Company and Customer at the Point-of-Presence, a local exchange company's central office, a long-distance company's Point-of-Presence or End-User sites identified in an Access Service Request.

Port: A connection to the switching network with one or more voice grade communications channels, each with a unique network address (telephone number) dedicated to the Customer. A port connects a link to the public switched network.

Posting: The insertion by the Company of information that the Customer may access electronically on a Web Site or other secure communication medium. Posting is performed only where available and when agreed to by the Customer as provided herein.

Premises: The location usually indicated by a street address at which Service is provided or delivered, identified as a Point-of-Termination or Service Location in a Service Order.

Presubscription: Presubscription is an arrangement whereby an end user may select and designate to the Telephone Company an interexchange carrier (IXC) to access, without an access code, for interlata calls. This IXC is referred to as the end user's pre-designated IXC.

Privacy Release: Allows a Business Set user to establish a conference call among private MADN-SCA members and an external party. A maximum of 30 parties are permitted in a single connection depending on the number of members of the MADN group.

Public Access Line Service: Service providing facilities for a Customer owned coin operated telephone (COCOT).

Rate Center: A geographic reference point with specific coordinates on a mpa used for determining mileage when calculating charges.

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

Referral Period: the time frame during which calls to a number which has been changed will be sent to a recording which will inform the caller of the new number.

Resale of Service: the subscription to communications service and facilities by one entity and the reoffering of communications service to others (with or without adding value) for profit.

Remote Access to Call Forwarding: From any phone anywhere a subscriber can forward their number to another number. Call Forward Remote Activation (CFRA) can be accessed from any DTMF telephone simply by dialing an access code and a personal identification number (PIN). If Call Forward is already in effect, the forward-to number can be changed by dialing the access code, the PIN, and the new forward-to destination.

Selective Call Acceptance: Allows the subscriber to set up a list of up to 12 DNs in the DMS indicating numbers that should always be able to call the subscriber. When activated, only callers on this list will be connected to the subscriber's line. All other callers hear an announcement.

Selective Call Rejection: Allows the subscriber to set up a list of up to 12 DNs in the DMS indicating telephone numbers from which the subscriber does not wish to receive calls. When activated a number on the list that tries to call will hear an announcement and will not be connected.

1. Definitions (Cont'd)

Selective Call Forwarding (SCF): Allows subscribers to ensure that selected calls reach them when they are away from the office. Incoming calls from up to 12 DNs can be forwarded to another location. Calls from DNs that are not on the SCF list can be picked up at the office—or receive whatever treatment the subscriber has arranged, such as answering machine or voice mail. If the SCF destination is busy, the originator will receive busy tone.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this Product Document, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date.

Service Order: The written request for local exchange services executed by the Customer and the Company in a format specified by the Company. The signing of a Service Order by the Customer and acceptance thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Product Document, but the duration of the service is calculated from the Service Commencement Date.

Service Outage: A disruption or degradation of On-Net Services.

Services: The Company's telecommunications services offered on the Company's network.

Serving Central Office: The central office from which local service is furnished.

Simultaneous Ring (SimRing): Enables up to five Directory Numbers (DNs) to ring simultaneously whenever there is a call to a Pilot DN (PDN). The PDN can be any DMS Business line that has subscribed to this service. The PDN and up to four non-pilot DNs can be included in a SimRing group. The phone in the SimRing group that goes off-hook first receives the call.

Special Construction: Subject to the arrangement of the Company and to all of the regulations contained in this Product Document, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is that construction undertaken:

(a) where facilities are not presently available, and Company agrees to construct those facilities;
(b) of a type other than that which the Company would normally utilize in the furnishing of its services;
(c) over a route other than that which the Company would normally utilize in the furnishing of its services;
(d) in a quantity greater than that which the Company would normally construct;
(e) on an expedited basis;
(f) on a temporary basis until permanent facilities are available;
(g) involving abnormal costs; or
(h) in advance of its normal construction.

Special construction charges will be determined on a case by case basis.

1. Definitions (Cont'd)

Speed Call: Provides a User with the option to call selected directory numbers by dialing a one or two-digit code.

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

Station to Station Dialing: Allows Centrex users to dial another station within the same Centrex group using the last 2,3,4, or 5 digits of the Centrex line number.

Synchronous: transmission in which there is a constant time interval between bits, characters or events.

T-1 System: A type of digital carrier system transmitting voice or data at 1.544 Mbps. A T-1 carrier can handle up to 24 mutiplexed 64 Kbps digital voice/data channels. A T-1 carrier system can use metallic cable, microwave radio or optical fiber as transmission media.

Three Way Calling: Allows a station to include a third party on a call. If the originator disconnects from the call the 3-Way call is ended, unless the originator's Business Line has Call Transfer in which case the remaining two callers are joined. The originator is billed for all toll or usage charges.

Tie Line: A dedicated line connecting two switchboards or dial systems.

Toll Call: Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the company.

Tone Dial Signaling (TD): An electronic signal emitted by the circuitry of Touch-Tone-type push-button dials to represent a dialed digit.

Trunk: A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

Two Way: A service attribute that includes DOD for outbound calls and can also be used to carry inbound calls to a central point for processing.

User: A Customer or any other person authorized by the Customer to use service provided under this Product Document.

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2. Regulations

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish communications service in connection with one-way and/or two-way information transmission between points within the State of Washington under the terms of this Product Document.

Customers may use services and facilities provided under this Product Document to obtain access to services offered by other service providers. The Company is responsible under this Product Document only for the services and facilities provided herein, and it assumes no responsibility for any service provided by any other entity that purchases access to the Company network in order to originate or terminate its own services, or to communicate with its own Customers.

2.1.2 Shortage of Equipment or Facilities

2.1.2.1 The Company reserves the right to limit or allocate the use of existing facilities, or of additional facilities offered by the Company when necessary because of lack of facilities or due to some other cause beyond the Company's control.

2.1.2.2 The furnishing of service under this Product Document is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's fiber optic cable facilities as well as facilities the Company may obtain from other carriers, from time to time, to furnish service as required at the sole discretion of the Company.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions

2.1.3.1 Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing. Unless otherwise specified herein, for the purpose of computing charges in this Product Document, a month is considered to have 30 days. All calculations of dates set forth in this Product Document shall be based on calendar days, unless otherwise specified herein.

2.1.3.2 Customers may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered, the rate to be charged, the duration of the services, and the terms and conditions in this Product Document. A Customer may contract the Company to provide specific quantities of competitive services available under this Product Document for a stated time period in accordance with WAC §§ 480-80-241 and 242.

2.1.3.3 At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month to month basis at the then current rates unless terminated by either party. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the Service Order and this Product Document prior to termination. The rights and obligations which by their nature extend beyond the termination of the term of the Service Order shall survive such termination.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions (Cont'd)

2.1.3.4 This Product Document shall be interpreted and governed by the laws of the State of Washington without regard of the State's choice of laws provision.

2.1.3.5 Another telephone company must not interfere with the right of any person or entity to obtain service directly from the Company.

2.1.3.6 The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to change such numbers, or the central office designation associated with such numbers, or both, assigned to the Customer, whenever the Company deems it necessary to do so in the conduct of its business.

2.1.3.7 The Customer agrees to operate Company-provided equipment in accordance with instructions of the Company or the Company's agent. Failure to do so will void Company liability for interruption of service and may make the Customer responsible for damage to equipment pursuant to section 2.1.3.8 below.

2.1.3.8 The Customer agrees to return to the Company all Company-provided equipment delivered to Customer within five (5) days of termination of the service in connection with which the equipment was used. Said equipment shall be in the same condition as when delivered to Customer, normal wear and tear only excepted. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Terms and Conditions (Cont'd)

2.1.3.9 Provision and Ownership of Telephone Numbers. The assignment of a telephone number to a Customer's telephone service will be made at the discretion of the Company. The Customer has no property right to the telephone number or any other call number designation associated with services furnished by the Company. The Company reserves the right to assign, designate or change telephone numbers, any other call number designations associated with services provided under this Product Document, or the Company service Central Office prefixes associated with such numbers, when the Company deems it necessary in the conduct of its business or as required by a regulatory body or by law.

2.1.3.10 Telephone Number Reservation Policy. In the event that Customer anticipates its need for Company service will increase, Company may, at Customer's request, reserve telephone numbers for a maximum of forty-five (45) day period (the "Reservation Period"). Customer must place the reserved numbers in service prior to termination of the Reservation Period. Otherwise, pursuant to federal regulations, the reserved numbers will return to Company's telephone number inventory at the termination of the Reservation Period. A renewal of the Reservation Period is not permitted. Company will make all attempts to reserve the specific telephone numbers identified by the Customer. Company reserves the right to substitute number when necessary in the conduct of its business or as required by a regulatory body or by law.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company

Because the Customer has exclusive control of its communications over the services furnished by the Company, and because interruptions and errors incident to these services are unavoidable, the services the Company furnishes are subject to the terms, conditions, and limitations specified in this Product Document and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular services and facilities furnished under this Product Document.

2.1.4.1 The liability of the Company for damages arising out of the furnishing of these services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts of commission or omission, shall be limited to the extension of allowances for interruption. The extension of such allowances for interruption shall be the sole remedy of the Customer, authorized user, or joint user and the sole liability of the Company.

2.1.4.2 The Company shall not be liable or responsible for any special, consequential, exemplary, lost profits, or punitive damages, whether or not caused by the intentional acts or omissions or negligence of the Company's employees, agents or contractors.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company

2.1.4.3 The Company shall not be liable for any failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.

2.1.4.4 The Company shall not be liable for any act or omission of any entity furnishing to the Company or to the Company's Customers facilities or equipment used for or with the services the Company offers.

2.1.4.5 The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer provided equipment or facilities.

2.1.4.6 The Company shall not be liable for the claims of vendors supplying equipment to Customers of the Company which may be installed at premises of the Company nor shall the Company be liable for the performance of said vendor or vendor's equipment.

2.1.4.7 The Company does not guarantee nor make any warranty with respect to installations it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of any installation so provided.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.4 Liability of the Company

2.1.4.8 The Company is not liable for any defacement of or damage to the premises of a Customer (or authorized or joint user) resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, when such defacement or damage is not the result of negligence or willful misconduct on the part of the agents or employees of the Company.

2.1.4.9 The Company shall not be liable for any damages resulting from delays in meeting any service dates due to delays resulting from normal construction procedures. Such delays shall include, but not be limited to, delays in obtaining necessary regulatory approvals for construction, delays in obtaining right-of-way approvals and delays in actual construction work.

2.1.4.10 The Company shall not be liable for any damages whatsoever to property resulting from the installation, maintenance, repair or removal of equipment and associated wiring unless the damage is caused by the Company's willful misconduct or negligence.

2.1.4.11 The Company shall not be liable for and damages whatsoever associated with service, facilities, or equipment which the Company does not furnish or for any act or omission of Customer or any other entity furnishing services, facilities or equipment used for or in conjunction with XO Washington service.

2.1.4.12 The Company shall not incur any liability, direct or indirect, to any person who dials or attempts to dial the digits "9-1-1" or to any other person who may be affected by the dialing of the digits "9-1-1".

2.1.4.13 THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.

2.1.5 Notification of Service-Affecting Activities - The Company will provide the Customer reasonable notification of service-affecting activities that may occur in normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customer's services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notifications requirements. With some emergency or unplanned service-affecting conditions, such as outage resulting from cable damage, notification to the Customer may not be possible.

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.6 Provision of Equipment and Facilities

2.1.6.1 The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Product Document. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.

2.1.6.2 The Company shall use reasonable efforts to maintain facilities that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair or otherwise interfere with any of the facilities installed by the Company.

2.1.6.3 Equipment installed at the Customer Premises for use in connections with the services the Company offers shall not be used for any purpose other than that for which the Company provided it.

2.1.6.4 The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Product Document, the responsibility of the company shall be limited to the furnishing of facilities offered under this Product Document and to the maintenance and operation of such facilities. Beyond this responsibility, the Company shall not be responsible for:

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

2. Regulations (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.7 Non-routine Installation

At the Customer's request, non-routine installation may be provided by the Company. Non-routine installation may include, but not be limited to installation and/or maintenance performed outside the Company's regular business hours , on an expedited basis outside of the standard installation intervals, or in hazardous locations in accordance with the provisions of 2.3.1(e). In such cases, charges based on cost of the actual labor, material, or other costs incurred by or charged to the Company will apply. The Customer will be charged a non-recurring charge to recover these costs incurred by the Company. Where an expedited installation due date is requested, these charges will be applied even if installation is not completed by the expedited installation due date. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2.1.8 Ownership of Facilities

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

2.1.9 Telecommunications Service Priority

The Telecommunications Service Priority System is the regulatory, administrative and operational system authorizing and providing for priority treatment, to provide and restore National Security Emergency Preparedness Telecommunications service. Under the rules of the Telecommunications Service Priority System, The Telephone Company is authorized and required to provide and restore services with Telecommunications Service Priority assignments before services without such assignments. The provision and restoration of Telecommunications Service Priority System services shall be in compliance with Part 64, Appendix A, of the Federal Communications Commission's Rules and Regulations, the guidelines set forth in the Telecommunications Service Priority for National Security Emergency Preparedness Service User Manual and Service Vendor Handbook.

2.2 Prohibited Uses

2.2.1 The service the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.

2.2.2 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

2. Regulations (Cont'd)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

(a) the payment of all applicable charges pursuant to this Product Document;

(b) reimbursing the Company for damage to, or loss of, the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer's premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company. The Company will, upon reimbursement for damages, cooperate with the Customer in prosecuting a claim against the person causing such damage and the Customer shall be subrogated to the Company's right of recovery of damages to the extent of such payment.

(c) providing at no charge, as specified from time to time by the Company, any needed personnel, equipment, space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

(d) obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduit necessary for installation of fiber optic cable and associated equipment used to provide local exchange service to the Customer from the cable building entrance or property line to the location of the equipment space described in 2.3.1(c). Any costs associated with the obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;

2. Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.1 General (Cont'd)

(e) providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;

(f) complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1 (d) above; and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;

(g) not creating or allowing to be placed or maintained any liens or other encumbrances on the Company's equipment or facilities; and

(h) making Company facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance for interruptions in service will be made for the period during which service is interrupted for such purposes.

(i) Customer shall not route calls to a public safety answering point ("PSAP") or other emergency answering point over XO services from any location other than the Customer Premises at which XO's local voice service is established, unless Customer has subscribed to XO's PS/ALI service as set forth in Section 5.3.

2. Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.1 General (Cont'd)

2.3.1.a Jurisdictional Nature of Traffic

(a) Customer agrees, represents and warrants that all traffic being delivered by Customer to Company for local termination, and all traffic that Company delivers to Customer that has originated in the same local calling area in which Customer's NXX is assigned and/or in which such traffic is terminated to Customer, is local traffic or is legally entitled to be treated as local traffic under all applicable federal, state and local laws, administrative and regulatory requirements and any other authorities having jurisdiction.

(b) Customer further agrees to indemnify, defend and hold harmless Company and its parent company, affiliates, employees, directors, officers, and agents from and against all claims, demands, actions, causes of actions, damages, liabilities, losses, and expenses (including reasonable attorney's fees) incurred in connection with: Customer's breach or failure of any representation or warranty; Customer's traffic being processed through the Company switch/node; or the effect of any regulatory or legal modifications/change of law.

(c) If Customer defaults in fulfilling any material obligation of the Service Order Agreement, any Amendments or this Product Document, Company shall have the right to terminate the Agreement and the Customer shall pay Company, in addition to any other amounts then owing under the Agreement, a cancellation charge equal to the monthly recurring charge times the number of months remaining in the contract. These charges are intended to establish liquidated damages in the event of early termination and are not intended as a penalty.

2. Regulations (Cont'd)

2.3 Obligations of the Customer (Cont'd)

2.3.2 Claims

With respect to any service or facility provided by the Company Customer shall indemnify, defend and hold harmless the Company from all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

(a) any loss, destruction or damage to property of the Company or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either the Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or

(b) any claim, loss damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a name not contemplated by the agreement between the Customer and the Company.

2.4 Customer Equipment and Channels

2.4.1 General

A Customer may transmit or receive information or signals via the facilities of the Company.

2.4.2 Station Equipment

2.4.2.1 The Customer is responsible for providing and maintaining any terminal equipment on the Customer premises. The electric power consumed by such equipment shall be provided by, and maintained at the expense of, the Customer. All such terminal equipment must be registered with the FCC under 47 C.F.R., Part 68 and all wiring must be installed and maintained in compliance with those regulations. The Company will, where practicable, notify the Customer that temporary discontinuance of the use of a service may be required; however, where prior notice is not practicable, nothing contained herein shall be deemed to impair the Company's right to discontinue forthwith the use of a service temporarily if such action is reasonable under the circumstances. In case of such temporary discontinuance, the Customer will be promptly notified and afforded the opportunity to correct the condition which gave rise to the temporary discontinuance. During such period of temporary discontinuance, credit allowance for service interruptions as set forth in Section 2.6 following is not applicable.

2. Regulations (Cont'd)

2.4 Customer Equipment and Channels (Cont'd)

2.4.2 Station Equipment (Cont'd)

2.4.2.2 The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.4.3 Interconnection of Facilities

2.4.3.1 Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing local exchange service and the channels, facilities, or equipment of others may be provided at the Customer's expense.

2.4.3.2 Local Service may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the Product Documents of the other communications carriers which are applicable to such connections.

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

2.4.4 Inspections

2.4.4.1 Upon reasonable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.4.2.2 for the installation, operation, and maintenance of Customer-provided facilities and equipment to Company-owned facilities and equipment. No credit will be allowed for any interruptions occurring during such inspections.

2.4.4.2 If the protective requirements for Customer-provided equipment are not being complied with, the Company may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice the customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm. The Company will, upon request 24 hours in advance, provide the Customer with a statement of technical parameters that the Customer's equipment must meet.

2. Regulations (Cont'd)

2.5 Payment Arrangements

2.5.1 Payment for Service

The Customer is responsible for payment of all charges for service and facilities furnished by the Company to the Customer or its Joint or Authorized Users. Objections must be received by the Company within 30 days after statement of account is rendered, or the charges shall be deemed correct and binding upon the Customer. If an entity other than the Company imposes charges on the Company, in addition to its own internal costs, in connection with a service for which a Company Non-Recurring Charge is specified, those charges may be passed on to the Customer.

2.5.1.1 Taxes: The Customer is responsible for the payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges (however designated) excluding taxes on the Company's net income imposed on or based upon the provision of Local Exchange Services, all of which shall be separately designated on the Company's invoices. Any taxes imposed by a local jurisdiction (e.g, County and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. It shall be the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

2.5.1.2 A surcharge is imposed on all charges for service originating at addresses in states which levy, or assert a claim of right to levy, a gross receipt tax on the Company's operations in any such state, or a tax on interstate access charges incurred by the Company for originating access to telephone exchanges in that state. This surcharge is based on the particular state's receipts tax and other state taxes imposed directly or indirectly upon the Company by virtue of, and measured by, the gross receipts or revenues of the Company in that state and/or payment of interstate access charges in that state. The surcharge will be shown as a separate line item on the Customer's monthly invoice.

2.5.2 Billing and Collection of Charges

Bills will be rendered monthly to Customer.

2.5.2.1 All service, installation, monthly Recurring Charges and Non-Recurring Charges are due and payable upon receipt.

2.5.2.2 The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month in which service is provided. Usage Charges will be billed in arrears.

2.5.2.3 For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

2.5.2.4 Amounts not paid within 30 days after the date of invoice are considered past due, and Customer will be assessed a 1.5% monthly late charge on past due balances.

2.5.2.5 A $50.00 charge will be assessed for checks with insufficient funds or non-existing accounts.

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.3 Disputed Bills

The Customer shall notify the Company of any disputed items on a bill within 30 days of receipt of the bill. If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Washington Utilities and Transportation Commission in accordance with the Commission's rules of procedure or call the Commission at 1(800) 562-6150.

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

2.5.4 Advance Payments

To safeguard its interests, the Company may require a Customer to make an Advance Payment before services and facilities are furnished. The Advance Payment will not exceed an amount equal to the Non-Recurring Charge (s) and three months' charges for the service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated Non-Recurring Charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill. An Advance Payment may be required in addition to a deposit.

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits

2.5.5.1 Applicants for service or existing Customers whose financial condition is unacceptable under the guidelines of WAC § 480-120-056 or not a matter of general knowledge, may be required at any time to provide the Company a security deposit. The deposit requested will be held as a guarantee for the payment of charges. A deposit does not relieve the Customer of the responsibility for the prompt payment of bills on presentation. The deposit will not exceed an amount equal to:

(a) two month's charges for a service or facility which has a minimum payment period of one month; or

(b) one-sixth (1/6) of the charges that would apply for the minimum payment period for a service or facility which has a minimum payment period of more than one month; except that the deposit may include an additional amount in event that a termination charge is applicable. In addition, the Company shall be entitled to require such an applicant or Customer to pay all its bills within a specified period of time not to be less than one billing period (thirty (30) days), and to make such payments in cash or the equivalent of cash. At the Company's option, such deposit may be refunded to the Customer's account at any time. Also, the Company reserves the right to cease accepting and processing Service Orders after it has requested a security deposit and prior to the Customer's compliance with this request.

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

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.5 Deposits (Cont'd)

2.5.5.3 When a service or facility is discontinued, the amount of a deposit, if any, will be applied to the Customer's account and any credit balance remaining will be refunded. Before the service or facility is discontinued, the Company may, at its option, return the deposit or credit it to the Customer's account.

2.5.5.4 Deposits held will accrue interest based upon a simple average of the effective interest rate for new issues of one year treasury bills, computed from December 1 of each year, continuing through November 30 of the following year. Deposits would earn interest during January 1 through December 31 of the subsequent year (WAC 480-120-56 (7)).

2.5.6 Discontinuance of Service

2.5.6.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to the Customer in accordance with WAC 480-120-08, discontinue or suspend service without incurring any liability.

2.5.6.2 Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.

2.5.6.3 Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.

2. Regulations (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

2.5.6.3 Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, failing to discharge an involuntary petition within the time permitted by law, or abandonment of service, the Company may, with prior notice to the customer, immediately discontinue or suspend service without incurring any liability.

2.5.6.5 Upon any governmental prohibition, or required alteration of the services to be provided or any violation of any applicable law or regulation, the Company may immediately discontinue or suspend service without incurring any liability.

2.5.6.6 The Company may discontinue the furnishings of any and/or all service(s) to a Customer, without incurring any liability:

2.5.6.6.1 Immediately and without notice if the Company deems that such action is necessary to prevent or to protect against fraud or to otherwise protect its personnel, agents, facilities or services. The Company may discontinue service pursuant to this sub-section 2.5.6.6.1 (a-f) if:

(a) The Customer refuses to furnish information to the Company regarding the Customer's credit-worthiness, its past or current use of common carrier communications services or its planned use of service(s); or

(b) The Customer provides false information to the Company regarding the Customer's identity, address, credit-worthiness, past or current use of common carrier communications services, or its planned use of the Company's service(s); or

(c) The Customer has been given eight (8) business days written notice by the Company and personal contact regarding any past due amounts (which remains unpaid in whole or in part) for any of the Company's other common carrier communications services to which the Customer either subscribes or had subscribed or used; or

2. Regulation (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

2.5.6.6.1(Cont'd)

(d) The Customer uses, or attempts to use, service with the intent to avoid the payment, either in whole or in part, of the Product Document charges for the service by:

(d.1) Using or attempting to use service by rearranging, tampering with, or making connections to the Company's service not authorized by this by this Product Document; or

(d.2) Using tricks, schemes, false or invalid numbers, false credit devices, electronic devices; or

(d.3) Any other fraudulent means or devices; or

(e) Use of service in such a manner as to interfere with the service of other users; or

(f) Use of service for unlawful purposes.

2.5.6.6.2 Upon eight (8) business days written notice to the Customer of any sum fifteen (15) or more days past due;

2.5.6.6.3 Upon ten (10) days written notice to the Customer, after failure of the Customer to comply with a request made by the Company for security for the payment of service in accordance with Section 2.5.5

2. Regulation (Cont'd)

2.5 Payment Arrangements (Cont'd)

2.5.6 Discontinuance of Service (Cont'd)

2.5.6.6.4 Ten (10) days after sending the Customer written notice of noncompliance with any provision of this Product Document if the noncompliance is not corrected within that (10) day period; or

2.5.6.6.5 Upon eight (8) days written notice, excluding Sundays and holidays, for non-payment of a bill for service.

2.5.6.7 The suspension or discontinuance of service(s) by the Company pursuant to this Section does not relieve the Customer of any obligation to pay the Company for charges due and owing for service(s) furnished during the time of or up to suspension or discontinuance.

2.5.6.8 Upon the Company's discontinuance of service to the Customer under Section 2.5.6.1 or 2.5.6.2, all applicable charges, including termination charges, shall become due. This is in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this Product Document.

2.6 Allowances for Interruptions of Service

2.6.1 Credit for Interruptions: When the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's Product Documents. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

2. Regulation (Cont'd)

2.6 Allowances for Interruptions of Service (Cont'd)

2.6.1 Credit for Interruptions: (Cont'd)

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the monthly Recurring Charges specified hereunder for Basic Access or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

2.6.2 Limitations on Allowances

No credit allowance will be made for:

(a) interruptions due to the negligence of, or noncompliance with the provisions of this Product Document by, the Customer, Authorized User, Joint-User, or other common carrier providing service connected to the service of Company;

(b) interruptions due to the negligence of any person other than the Company including but not limited to the Customer or other common carriers connected to the Company's facilities;

(c) interruptions due to the failure or malfunction of non-Company equipment;

(d) interruptions of service during any period in which the Company is not given full and free access to its facilities and equipment for the purpose of investigating and correcting interruptions;

e) interruptions of service during a period in which the Customer continues to use the service on an impaired basis;

(f) interruptions of service during any period when the Customer has released service to the Company for maintenance purposes or for implementation of a Customer order for a change in service arrangements;

(g) interruption of service due to circumstances or causes beyond the control of the Company.

2.6.3 Use of Alternative Service Provided by the Company: Should the Customer elect to use an alternative service provided by the Company during the period that a service is interrupted, the Customer must pay the Product Document rates and charges for the alternative service used.

2. Regulations (Cont'd)

2.7 Cancellation of Service

2.7.1. Cancellation of Application for Service

2.7.1.1 Where the Company permits Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.

2.7.1.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred, less salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of service ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service begun.

2.7.1.3 The special charges described in 2.7.1.1. and 2.7.1.2 will be calculated and applied on a case-by-case basis.

2.7.2 Cancellation of Service by the Customer

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever, Customer agrees to pay to Company following sums which shall become due and owing as of the effective date of the cancellation or termination and be payable within the period set forth in 2.5.2: all costs, fees and expenses reasonable incurred in connection with

(1) All Non-Recurring Charges reasonably expended by Company to establish service to Customer, plus

(2) any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by Company on behalf of Customer, plus

(3) all Recurring Charges specified in the applicable Service Order Product Document for the balance of the then current term.

2. Regulations (Cont'd)

2.8 Transfer and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties (a) to any subsidiary, parent company or affiliate of the Company; (b) pursuant to any sale or transfer of substantially all the assets of the Company; or (c) pursuant to any financing, merger or reorganization of the Company.

2.9 Notices and Communications

2.9.1 The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that Customer may also designate a separate address to which the Company's bills for service shall be mailed.

2.9.2 The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.

2.9.3 All notices or other communications required to be given pursuant to this Product Document will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following deposit of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.

2.9.4 The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

2. Regulations (Cont'd)

2.10 Application of Business Rates

2.10.1 General

2.10.1.1 The application of business or residence rates is dependent upon: -the character of the primary use -the location of the service -the type of directory listing

If any one of these three factors indicates a business classification, business rates apply to the entire service except in the case of certain professional people as covered herein.

2.10.1.2 Where a business is conducted from a customer's residence and both business and residence services are furnished, station sets or terminal equipment associated with the residence service may not be used at the same location therein as the business service.

2.10.1.3 If it is found that a customer is using residence service for business purposes, the Company will thereafter require the customer to take business services, except in cases where the customer thereafter uses the service in accordance with the following.

2.10.2 Specific Conditions under which Business Rates Apply

2.10.2.1 At all locations of a strictly business nature and at such locations as:

- Colleges
- Clubs (Including college fraternity and sorority houses)
- Churches except for: services located in the study of a member of clergy and listed only in his/her name and provided solely for his/her use.

2.10.2.2 Whenever the listing of the service:

- Is the name of a firm, company or corporation, or
- In any way connotes a business or trade, or
- Includes the term "office", or
- Contains a title indicating a professional except as modified directly below.

2. Regulations (Cont'd)

2.10 Application of Business Rates (Cont'd)

2.10.3 Specific Conditions Under Which Residence Rates Apply

2.10.3.1 In private residences, or residential apartments or rooms in such locations as hotels, apartment houses, dormitories or boarding houses, when:

- The primary use is of a social nature
- The exchange service termination and all customer premises inside wiring, including associated equipment is in locations which are part of the customer's domestic establishment.
- No business listings are provided.

2.10.3.2 To Midwives or Nurses under the conditions specified in 2.10.1.1 except that the listing may indicate the profession of the customer.

2.10.3.3 In the study of a member of the clergy in a church where the service is listed only in that person's name and provided solely for his/her use.

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

3. Local Calling Areas

3.1 Local Exchange Service: The Company's Local Telephone Service provides a Customer with the ability to connect to the Company's switching network which enables the Customer to:

- place or receive calls to any calling Station in the local calling area, as defined herein;
- place or receive intraLATA calls
- access enhanced 911 Emergency Service where available; access the interexchange carrier selected by the Customer for interLATA, interstate or international calling;
- access Operator Services;
- access Directory Assistance;
- place or receive calls to 800 telephone numbers;
- access telecommunication Relay Service.

The Company's service can not be used to originate calls to other telephone companies caller-paid information services (e.g., 900, 976). Calls to those numbers and other numbers used for caller-paid information services will be blocked by the Company's switch.

3.2 Access Recovery Charge

The Access Recovery Charge ("ARC") is a monthly charge designed to recover increased network costs for access circuits used to provide Service to customers, including but not limited to increases due to FCC or other governmental or regulatory actions or judicial determinations made in connection with incumbent local exchange carrier charges for such circuits. XO reserves the right to add, change or delete Access Recovery Charges upon notice to Customer. The ACR is calculated by application of a percentage to each customer's total monthly recurring charges (MRCs). The ACR percentage to be applied will be determined by the customer's total MRCs on its monthly invoice. The chart below shows the ACR percentage that will be applied based on the MRCs.

Total MRC	**Charge Percentage**	**Total MRC**	**Charge Percentage**
$0.00-100.00	16.00%	$7,500.01-10,000.00	5.00%
$100.01-200.00	15.00%	$10,000.01-20,000.00	4.70%
$200.01-400.00	14.00%	$20,000.01-30.000.00	4.50%
$400.01-600.00	10.50%	$30,000.01-40,000.00	4.30%
$600.01-800.00	9.50%	$40,000.01-50,000.00	4.10%
$800.01-1000.00	8.50%	$50,000.01-75,000.00	3.90%
$1,000.01-1,500.00	7.50%	$75,000.01-100,000.00	3.70%
$1,500.01-2,500.00	7.00%	$100,000.01-250,000.00	3.50%
$2,500.01-5,000.00	6.50%	$250,000.01-500,000.00	3.40%
$5,000.01-7,500.00	5.25%	$500,000.01 +	3.30%

3. Local Calling Areas (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.3 Local Calling Areas, Category One:

Exchanges and zones included in the local calling areas are specified below. NXX's associated with each particular exchange or zone may be found in the telephone directory published by the incumbent local exchange provider in the Customer's exchange area. All exchanges and zones listed are in US West territory except where otherwise noted by an asterisk (*).

Category One Services are available to Legacy XO Customers and to new Customers who are served out of a Central Office having facilities of the former XO Washington, Inc. but not the former Allegiance Telecom of Washington, Inc.

The local calling area for Category One is as follows:

The XO Communications Services, LLC Product Document defines product descriptions and rates for two service territories. The three service territories are the Spokane Exchange, the Seattle Exchange and the Vancouver Exchange. The Spokane Exchange is defined in Section 3.3.1 and will be referred to as "Rate Area A" throughout this Product Document. The Seattle Exchange is defined in Section 3.3.2, and will be referred to as "Rate Area B". The Vancouver Exchange is defined in Section 3.3.3 and will be referred to as "Rate Area C". Not all services listed in this Product Document are available in all service territories.

3.3.1 Rate Area A -Spokane Exchange

Cheney*	Deer Park
Edwall-Tyler*	Elk
Fairfield*	Green Bluff
Latah*	Liberty Lake
Loon Lake	Medical Lake*
Newman Lake	Reardan*
Rockford*	Spangle*
Spokane	Sprague*
Springdale	

3.3.2 Rate Area B – Seattle Exchange

Ames Lake	Maple Valley
Auburn	Renton
Bellevue	Richmond Beach
Bothell	Seattle
Des Moines	Halls Lake
Issaquah	Kent
Kirkland	

3.3.3 Rate Area C – Vancouver Exchange

3.3.4 Rate Area D – Clarkston Exchange

3. Local Calling Area (Cont'd)

3.1 Local Exchange Service (Cont'd)

3.4 Local Calling Areas, Category Two:

Category Two Services are available to Legacy Allegiance Customers and to new Customers who are served out of a Central Office having facilities of the former Allegiance Telecom of Washington, Inc.

The Company's Exchange Areas, Local Calling Areas, Rate Groups, and any Rate Bands for local usage rates are identical to those defined in the tariffs of Qwest and other Incumbent Local Exchange Carriers (ILECs) that serve the same exchange area as the Company. Where facilities are available, the Company shall provide service in the exchange areas served by those ILECs that operate within the Company's service areas.

3.5 Service Order Charges – Category One

Company will assess a Service Order Charge for each of the following Customer initiated requests made after 30 days from the installation of Service:

Primary Service Order Charge Adding lines, moving services, convert product types	$50.00 per order
Record Order Charge Adding or changing directory listings, changing billing account information	$15.00 per order
Subsequent Order Charge Adding new features, changing existing features	$50.00 per order
Line Restoral Charge Re-establishing service after suspension for non-payment	$20.00 per line
PIC Change Charge Changing interLATA or intraLATA carrier	$5.00 per line
Technician Visit Charge Requests requiring a technician to be dispatched for work to be completed	$150.00 per occurrence

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

4 Service Descriptions – Category One Services Plans

These Services are available to Legacy XO Customers and to new Customers who are served out of a Central Office having facilities of the former XO Communications Services, LLC but not the former Allegiance Telecom of Washington, Inc.

4.1 Local Exchange Service

4.1.1 Small Business Basic Business Lines*

Small Business Basic Business Lines are available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Small Business Basic Business Line Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in product document as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.1.1 Standard Features

Small Business Basic Business Lines include the following standard attributes at no cost:
Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call
Blocking Restrictions- Small Business Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

* As of April 1, 2007, this product will only be available to current customers at their current location.

4 Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.2 Optional Features

Small Business Basic Business Line Customers may order the following Optional Features listed below:

Call Forward Busy
Call Forward Don't Answer
Call Forward Doesn't Answer Ring Select
Call Forward Variable
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Call Transfer
Speed Calling 8
Speed Calling 30
Three Way Calling
Caller ID Number Only
Caller ID Name & Number
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
Message Waiting Indication- Audible
Message Waiting Indication- Visual

4. Service Descriptions - Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.2 Optional Features (Cont'd)

Optional Feature Packages: Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package.

Packages	**Features Included**
Feature Package 2	Three Way Calling and Call Forward Variable
Feature Package 3	Three Way Calling, Call Forward Variable, and Call Transfer
Feature Package 4	Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer
Feature Package 5	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number
Feature Package 6	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.
Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
MWI- Visual

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges

Small Business Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

NRC
Small Business Basic Business Lines

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
1 Year Rate	$41.00	$41.00	$41.00	$41.00
2 Year Rate	$41.00	$41.00	$41.00	$41.00
3 Year Rate	$37.00	$41.00	$41.00	$41.00

MRC
Small Businesss Basic Business Lines

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
			1-3 Lines:	
1 Year Rate	$71.52	$69.28	$73.76	$71.52
2 Year Rate	$67.05	$67.05	$71.52	$67.05
3 Year Rate	$62.58	$64.82	$67.05	$67.05
			4 or More Lines:	
1 Year Rate			$73.76	
2 Year Rate			$71.52	
3 Year Rate			$67.05	

NRC
Features

	Rate Area A&D Qwest	Rate Area B Verizon	Rate Area B	Rate Area C
Anonymous Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward Busy	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer Ring Select	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward Variable	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forwarding of Call Waiting Calls	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Transfer w/ Consultation Hold	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Waiting w/ Cancel Call Waiting	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Caller ID	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Caller ID w/ Name and Number	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Distinctive Ringing w/ Call Waiting Tone	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Automatic Line	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Hunting (Circular or Sequential)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Last Call Return	$ 9.00	$ 9.00	$ 9.00	$ 9.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges (Cont'd)

NRC

Features	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
SimRing	$14.00	$14.00	$14.00	$14.00
Remote Access to Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Repeat Dialing (Automatic Recall)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Acceptance	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 30 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 8 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Three Way Calling w/ Consultation Hold	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

MRC

Features	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Anonymous Call Rejection	$ 4.00	$ 4.00	$ 4.00	$ 4.00
Call Forward Busy	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Call Forward No Answer	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forward No Answer Ring Select	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forward Variable	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forwarding of Call Waiting Calls	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Transfer w/ Consultation Hold	$ 5.00	$ 5.00	$ 5.00	$ 5.00
Call Waiting w/ Cancel Call Waiting	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Caller ID	$ 6.00	$ 6.00	$ 6.00	$ 6.00
Caller ID w/ Name & Number	$ 7.00	$ 7.00	$ 7.00	$ 7.00
Distinctive Ringing w/ Call Waiting Tone	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Automatic Line	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Hunting (Circular or Sequential)	$ 000	$ 0.00	$ 0.00	$ 0.00
Last Call Return	$ 3.00	$ 3.00	$ 3.00	$ 3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges (Cont'd)

MRC
Features

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
SimRing	$5.00	$5.00	$5.00	$5.00
Remote Access to Call Forwarding	$5.00	$5.00	$5.00	$5.00
Repeat Dialing (Automatic Recall)	$3.00	$3.00	$3.00	$3.00
Selective Call Acceptance	$3.00	$3.00	$3.00	$3.00
Selective Call Forwarding	$3.00	$3.00	$3.00	$3.00
Selective Call Rejection	$3.00	$3.00	$3.00	$3.00
Speed Calling – 30 Numbers	$3.00	$3.00	$3.00	$3.00
Speed Calling – 8 Numbers	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Three Way Calling w/ Consultation Hold	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

NRC
Proposed Feature Packages

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Feature Package 2	$18.00	$18.00	$18.00	$18.00
Feature Package 3	$27.00	$27.00	$27.00	$27.00
Feature Package 4	$36.00	$36.00	$36.00	$36.00
Feature Package 5	$45.00	$45.00	$45.00	$45.00
Feature Package 6	$54.00	$54.00	$54.00	$54.00

MRC
Proposed Feature Packages

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Feature Package 2	$3.80	$3.80	$3.80	$3.80
Feature Package 3	$8.10	$8.10	$8.10	$8.10
Feature Package 4	$8.50	$8.50	$8.50	$8.50
Feature Package 5	$13.60	$13.60	$13.60	$13.60
Feature Package 6	$16.50	$16.50	$16.50	$16.50

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.1 Small Business Basic Business Lines (Cont'd)

4.1.1.3 Small Business Basic Business Line Rates and Charges (Cont'd)

Non-Recurring Charges

	Rate Area A&D	Rate Area B	Rate Area C
Line Connection Charge (per line)	$24.00	$24.00	$30.00
Conversion Charge	$20.00	N/A	

Service order charges apply as described in Section 3.5 of this Product Document.

NOTE: Non-Recurring account change charges will not apply during the initial 30 day period following completion of a service order.

Optional Features:

No additional charge applies if ordered at time of service initiation. If ordered subsequent, the subsequent account change charge applies as specified in above.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex

Centrex is a business telephone system that is offered from the local Company central office. Centrex is a service that delivers a set of PBX-like features to individual desks with all lines linked in the Central Office to provide internal communications as well as access to the Public Switched Telephone Network (PSTN). Centrex Customers will be charged a Non-Recurring Charge, a Monthly Recurring Charge and Usage charges as specified in Section 4.1.2.3 of this Product Document, as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.2.1 Standard Features

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call
Blocking Restrictions- Centrex service comes standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.2 Centrex Product Features

The list below indicates which features will be included in the Centrex offering and whether they will be Standard or Optional features. Customer can select Standard Features at no additional cost over and above the Centrex line Monthly Recurring Charge and Non-Recurring Charges. Additional Monthly Recurring Charges and Non-Recurring Charges incurred for all Optional features are listed in Section 4.1.2.3 of this Product Document.

Standard Centrex Features
Touctone
Blocking Restrictions – Centrex comes standard with all 976/976-like, 500 and 900 area codes blocked. Additional Blocking options are available upon request.
White Pages and Yellow Pages Directory Listing
911 Access
Caller ID Blocking – Per Call
Itemized Usage Billing By Extension
Station to Station Dialing
Executive Busy Override
Executive Busy Override Exempt
Call Forward Busy
Call Forward Don't Answer
Call Forward – Variable
Call Forwarding of Call Waiting Calls
Call Hold
Call waiting Display of Caller ID
Call Pickup
Call Transfer
Call Waiting with Cancel Call Waiting
Caller ID – Number Only
Caller ID per Line Blocking

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.2 Centrex Product Features (Cont'd)

Conference Calling – Meet Me
Direct Inward/Direct Outward Dialing
Directed Call Pickup
Hunting
Intercept
Ring Again
Speed Calling 8
Speed Calling 30
Three Way Calling
Touch-Tone

Optional Analog Features

Assume Dial "9"
Rejection
Call Park
Caller ID Name and Number
Automatic Line
Remote Access to Call Forwarding
Simultaneous Ring (SimRing)
Digital Facility Interface (IXC T-1 Access)
Automatic Route Selection-Basic (ARS-Basic)
Anonymous Call
Anonymous Call Back
Automatic Recall
Selective Call Acceptance
Selective Call Forwarding
Selective Call Rejection

Electronic Business Set Standard Features

Auto Answer Back
Automatic Line
Fast Transfer
Group Intercom
Primary Directory Number
Privacy Release
Business Set Automatic Dial
Business Set Display
Display Called Number
Display Calling Number
Key Short Hunt
Query Time and Date
Multiple Appearance of Directory Number (MADN – Single or Multi)

Electronic Business Set Optional Features

Electronic Set Interface per PDN

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.2 Centrex Product Features (Cont'd)

Due to the scheduling of Network Turn Up and testing of Electronic Business Set features in all Company Switches, features listed below may not be available at time of Service Activation.

Auto Answer Back	Privacy Release
Fast Transfer	Electronic Set Interface per PDN
Group Intercom	

4.1.2.3 Centrex Rates and Charges

Centrex Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

Non-recurring Charges

	Rate Area A Qwest	Rate Area B Verizon	Rate Area B	Rate Area C
1 Year Term				
10-24 Centrex Lines	$26.00	$26.00	$26.00	$26.00
25-72 Centrex Lines	$26.00	$26.00	$26.00	$26.00
73-96 Centrex Lines	$26.00	$26.00	$26.00	$26.00
97 + Centrex Lines	ICB	ICB	ICB	ICB
2 Year Term				
10-24 Centrex Lines	$26.00	$26.00	$26.00	$26.00
25-72 Centrex Lines	$26.00	$26.00	$26.00	$26.00
73-96 Centrex Lines	$26.00	$26.00	$26.00	$26.00
97 + Centrex Lines	ICB	ICB	ICB	ICB
3 Year Term				
10-24 Centrex Lines	$26.00	$26.00	$26.00	$26.00
25-72 Centrex Lines	$26.00	$26.00	$26.00	$26.00
73-96 Centrex Lines	$26.00	$26.00	$26.00	$26.00
97 + Centrex Lines	ICB	ICB	ICB	ICB

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.3 Centrex Rates and Charges (Cont'd)

Monthly Recurring Charges

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
1 Year Term				
10-24 Centrex Lines	$49.29	$38.44	$30.96	$53.95
25-72 Centrex Lines	$49.29	$38.44	$30.96	$53.95
73-96 Centrex Lines	$49.29	$38.44	$30.96	$53.95
97 + Centrex Lines	ICB	ICB	ICB	ICB
2 Year Term				
10-24 Centrex Lines	$45.86	$36.88	$29.56	$50.63
25-72 Centrex Lines	$45.86	$36.88	$29.56	$50.63
73-96 Centrex Lines	$45.86	$36.88	$29.56	$50.63
97 + Centrex Lines	ICB	ICB	ICB	ICB
3 Year Term				
10-24 Centrex Lines	$45.86	$35.32	$28.12	$47.31
25-72 Centrex Lines	$45.86	$35.32	$28.12	$47.31
73-96 Centrex Lines	$45.86	$35.32	$28.12	$47.31
97 + Centrex Lines	ICB	ICB	ICB	ICB

Optional Features	Rate Area A	
	NRC	MRC
Secondary Appearance of Software No.	$ 4.00	$ 0.00
Single Appearance of a Directory No.	$ 10.00	$ 1.00
Add-On Module Interface, per module	$ 13.00	$ 0.00
Direct Station Selection /Busy Lamp Field	$ 85.00	$ 8.00
Assume Dial "9"	$ 4.00	$ 3.00
Call Park	$ 4.00	$ 1.00
Caller ID Name and Number	$ 0.00	$ 3.00
Automatic Line (Hot Line)	$ 26.00	$ 4.00
Remote Access to Call Forwarding	$ 0.00	$ 5.00
Simultaneous Ring (SimRing)	$ 0.00	$ 3.00
Digital Interface Facility (IXC T-1 Access)	$ 0.00	$ 89.25
ARS-Basic (NPA Screening Only)	$ 0.00	$148.75
Electronic Set Interface per PDN	$ 0.00	$ 1.00
Anonymous Call Rejection	$ 9.00	$ 4.00
Automatic Call Back	$ 9.00	$ 4.00
Automatic Recall	$ 9.00	$ 3.00
Selective Call Acceptance	$ 9.00	$ 3.00
Selective Call Rejection	$ 9.00	$ 3.00
Selective Call Forwarding	$ 9.00	$ 3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.3 Centrex Rates and Charges (Cont'd)

Optional Features	Rate Area B- Qwest NRC	MRC
Secondary Appearance of Software No.	$ 4.00	$ 0.00
Single Appearance of a Directory No.	$10.00	$ 1.00
Add-On Module Interface, per module	$13.00	$ 0.00
Direct Station Selection /Busy Lamp Field	$85.00	$ 8.00
Assume Dial "9"	$ 4.00	$ 3.00
Call Park	$ 4.00	$ 1.00
Caller ID Name and Number	$ 0.00	$ 3.00
Automatic Line (Hot Line)	$26.00	$ 4.00
Remote Access to Call Forwarding	$ 0.00	$ 5.00
Simultaneous Ring (SimRing)	$ 0.00	$ 3.00
Digital Interface Facility (IXC T-1 Access)	$0.00	$ 89.25
ARS-Basic (NPA Screening Only)	$0.00	$148.75
Electronic Set Interface per PDN	$ 0.00	$ 1.00
Anonymous Call Rejection	$9.00	$4.00
Automatic Call Back	$9.00	$4.00
Automatic Recall	$9.00	$3.00
Selective Call Acceptance	$9.00	$3.00
Selective Call Rejection	$9.00	$3.00
Selective Call Forwarding	$9.00	$3.00

Optional Features	Rate Area B - Verizon NRC	MRC
Secondary Appearance of Software No.	$ 0.00	$ 2.00
Single Appearance of a Directory No.	$ 0.00	$ 2.00
Add-On Module Interface, per module	$13.00	$ 0.00
Direct Station Selection /Busy Lamp Field	$85.00	$ 8.00
Assume Dial "9"	$ 4.00	$ 3.00
Call Park	$ 4.00	$ 1.00
Caller ID Name and Number	$ 0.00	$ 3.00
Automatic Line (Hot Line)	$26.00	$ 4.00
Remote Access to Call Forwarding	$ 0.00	$ 5.00
Simultaneous Ring (SimRing)	$ 0.00	$ 3.00
Digital Interface Facility (IXC T-1 Access)	$0.00	$89.25
ARS-Basic (NPA Screening Only)	$0.00	$148.75
Electronic Set Interface per PDN	$ 0.00	$ 1.00
Anonymous Call Rejection	$9.00	$4.00
Automatic Call Back	$9.00	$4.00
Automatic Recall	$9.00	$3.00
Selective Call Acceptance	$9.00	$3.00
Selective Call Rejection	$9.00	$3.00
Selective Call Forwarding	$9.00	$3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.2 Centrex (Cont'd)

4.1.2.3 Centrex Rates and Charges (Cont'd)

Optional Features	Rate Area C NRC	MRC
Secondary Appearance of Software No.	$ 4.00	$ 0.00
Single Appearance of a Directory No.	$10.00	$ 1.00
Add-On Module Interface, per module	$13.00	$ 0.00
Direct Station Selection /Busy Lamp Field	$85.00	$ 8.00
Assume Dial "9"	$ 4.00	$ 3.00
Call Park	$ 4.00	$ 1.00
Caller ID Name and Number	$ 0.00	$ 3.00
Automatic Line (Hot Line)	$26.00	$ 4.00
Remote Access to Call Forwarding	$ 0.00	$ 5.00
Simultaneous Ring (SimRing)	$ 0.00	$ 3.00
Digital Interface Facility (IXC T-1 Access)	$0.00	$ 89.25
ARS-Basic (NPA Screening Only)	$0.00	$148.75
Electronic Set Interface per PDN	$ 0.00	$ 1.00
Anonymous Call Rejection	$9.00	$4.00
Automatic Call Back	$9.00	$4.00
Automatic Recall	$9.00	$3.00
Selective Call Acceptance	$9.00	$3.00
Selective Call Rejection	$9.00	$3.00
Selective Call Forwarding	$9.00	$3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) is furnished for the digital transmission of information at 64Kbps between the Company's serving wire center and ISDN-compatible terminal equipment located at the customer's premises or other service point. The service consists of a minimum of 23 B (bearer channels) and 1 D (data channel) to provide the Customer with the capabilities of simultaneous access transmission and switching of voice and data services over channelized transport. In addition, ISDN PRI provides the customer with service capabilities and features described in this Product Document.

4.1.3.1 Conditions: This service is offered subject to the following conditions:

(1) PRI is only available from a serving central office (CO) equipped with the necessary facilities to provide PRI service. Feature availability and service capabilities are dependent on the facilities and digital technology providing the service.
(2) ISDN compatible terminal equipment is required for operation. It is customer's responsibility to power and obtain such equipment.
(3) PRI service does not preclude customer from originating or receiving circuit-switched voice calls from inside or outside either their serving CO or their Local Exchange Area. Where facilities are available, customers will be able to originate and receive circuit-switched data calls outside of their serving CO.
(4) PRI service does not provide for the transmission of packet data.
(5) Local and long distance usage is not included in the Monthly Recurring Charge (MRC) or Non-recurring Charge (NRC) and is billed at the applicable rates.
(6) All PRI Service must have at least one 23 B, plus 1 D PRI arrangement for signaling and control functions. A 23 B plus Back-up D PRI arrangement is required whenever more than 47 B Channels are controlled by a single D channel.
(7) Each PRI is equipped with one telephone number. For Direct Inward Dial (DID) service, additional telephone numbers may be ordered in blocks of 10, 20 or 100 depending on customer location.
(8) Clear Channel is available when all Carrier Equipment and customer equipment signaling is set to B8ZS. (See Service Components for definition.)

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

4.1.3.2 Service Components: The following Service Components are included in the MRC when ordering ISDN PRI:

(1) Primary Rate Access Line: Provides a four-wire access loop from the customer premise to the serving CO. The transmission via this loop supports Clear Channel Capability.

(2) Primary Rate Interface: Provides the multiplexing to support up to 23 B Channels at 64 Kbps and 1 D Channel for signaling at 64 Kbps. With Non-Facilities Associated Signaling, the primary rate interface can provide up to 24 B Channels at 64 Kbps.

(3) Primary Rate Channels: Provides unlimited usage of the channel that will transport voice or data up to 64 Kbps over any B Channel.

a.) Voice Calls may be completed to both ISDN and non-ISDN lines.

b.) Data Transmission on the B Channels will be circuit-switched at 64 Kbps within the switch and between compatible CO's. ISDN interconnection to non-ISDN equipped CO's may be potentially subjected to analog transmission or sub-rated to 56 Kbps.

c.) B Channels can be allocated for specific services, such as DID, Direct Outward Dialing (DOD), Two-Way Trunk, Dedicated Inbound and Outbound Long Distance, or customer can optionally configure channels to access multiple services on a per-call basis.

4.1.3.3 Primary Rate Channel Configurations: Customers may order any one of the following three service configurations when ordering ISDN. However, the first PRI Access Line purchased must be the Standard Channel Configuration. A customer requiring additional ISDN PRI Access Lines may choose the 24 B channels with Non Facilities Associated Signaling or 23B with a Backup D Channel configuration.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

4.1.3.3 Primary Rate Channel Configurations (Cont'd)

Standard Channel Configuration: Provides 23 B Channels at 64 Kbps and 1 primary D Channel at 64 Kbps. The B channels carry digitized customer traffic, voice and/or data. The primary D Channel is out of band signaling used to control and route all B Channel traffic on a single ISDN PRI service arrangement.

Full Channel Configuration: Provides additional 24 B Channels at 64 Kbps. Only available in conjunction with a Standard Channel Configuration.

Backup Channel Configuration: Provides additional 23 B Channels at 64 Kbps and 1 Backup D Channel at 64 Kbps. The Backup D Channel controls and routes all the B channel traffic of a single ISDN PRI service arrangement should the primary D Channel go out of service. This option is only available in conjunction with a Standard service configuration.

4.1.3.4 Standard Service Features: The following Standard Service Features are included in the MRC when ordering any one of the Primary Rate Channel Configurations, unless otherwise stated. Additional features and services are available to customer at the applicable rates found in this Product Document.

(1) Call-by-Call Service: Provides an option to the Dedicated B Channel Configuration allowing B channels to be configured to:

- Access multiple services on a per-call basis. Separate facilities are not needed for individual services such as DID, DOD, dedicated inbound and outbound long distance, and dial tone lines.
- Access the circuit-switched voice and data services to share B channels and arrange them as a single trunk group. Allows incoming and outgoing circuit-switched voice and data calls to utilize B channels on a call by call basis.
- Allow Customer to subscribe to more services than channels. The CPE signals the local CO to which type of service to access for each call; inbound/outbound trunk or dedicated long distance service.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service (Cont'd)

4.1.3.4 Standard Service Features (Cont'd)

(2) Calling Line Identification Delivery (CLID): Customer receives the originating telephone number provided the information is forwarded by caller's Local Exchange and/or Long Distance Carrier. Incoming call identification is provided via the D channel associated with the incoming calls on a B channel to a PBX.

(3) Calling Line Identification Delivery Blocking: Customer's telephone number(s) will not be forwarded to the called party.

(4) Clear Channel Capability: Clear Channel is only available where technically feasible. The B Channels on ISDN PRI are clear. All signaling and controlfunctions are handled by the D Channel allowing 64Kbps on each channel to be used for customer information.

(5) Non-Facility Control Signaling (NFAS): Provides capability for a single D Channel to provide signaling and control for one or more ISDN PRI line, up to a maximum of five. Following the 23B+D Channel, the 24th Channel on the subsequent ISDN PRI line is made available for customer use. When purchasing more than three ISDN PRI lines, a backup D Channel is recommended.

(6) D Channel Backup: Provides backup for the primary D channel for a customer with multiple PRI lines by automatically switching signaling capability over to another D channel if service to the primary D channel is interrupted.

(7) Digital Voice Transmission: All voice calls are transmitted using digital signaling.

(8) Direct Inward Dial (DID) Signaling: Permits incoming dialed calls from the exchange network to reach a specific number served by the CPE without the assistance of an attendant. Provides call identification based on digits sent to the CPE by the CO.

(9) PBX Station ID Capability: Permits the station users number (calling party) to be transmitted over the ISDN PRI D channel from DID equipped CPE PBX's that use ISDN PRI. Number is provided by the originating station and musthave an associated DID telephone number working in the CO.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

4.1.3.4 Standard Service Features (Cont'd)

(10) Network Ring Again: Permits a calling station encountering a busy to notify the CO switch to signal the calling station when the called station becomes idle. The calling station then notifies the switch to complete the call. Enables the customer to complete calls to a busy station without continuous redialing. Certain equipment restrictions may apply.

(11) Message Waiting Indication: Allows Utility network to pass Message Waiting Indication information between multiple entities within a PRI network serving arrangement. Requires suitably equipped ISDN switching and terminal equipment.

4.1.3.5 Optional Service Features

(a) 2B Channel Transfer: 2B Channel Transfer allows for the transfer of calls, the B channels are released immediately after a call is transferred, freeing up the B channels for additional call traffic. In a traditional PBX trunk environment, the two channels would be tied up for the duration of the call.

(b) Calling Name Delivery: Delivers the name along with the number from the TCAP network database of the calling party. A private or unavailable indication will appear when the name is not available to the called customer.

4.1.4.6 Application of Rates: Customers will be charged for each ISDN PRI configuration ordered at therates set forth below. ISDN PRI service is available in a month to month, 1, 2, 3, 5 Year Term Plan. Rates vary depending on Term Plan. The Service Components and Standard Service Features listed above are included in the MRC. Local and Long Distance usage is not included in the MRC and billed at the applicable rates.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.3 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

4.1.3.6 Application of Rates (Cont'd)

4.1.3.6.1 ISDN PRI Non-Recurring Charge (NRC):

	Rate Area A	Rate Area B	Rate Area C
Month to Month	$1,100*	$1,000*	$1,000*
1 Year Term	$ 600*	$ 500*	$ 500*
2 Year Term	$ 600*	$ 500*	$ 500*
3 Year Term	$ 600*	$ 500*	$ 500*
5 Year Term	$ 600*	$ 500*	$ 500*
2B Channel Term (per PRI Span)	$ 100*	$ 100*	$ 100*
Calling Name Delivery (per PRI Span)	$ 100	$ 100*	$ 100*

As of October 27, 2005, the following rates will apply to new Customers:

Install NRC (All Rate Areas)	$899.00
Optional Features	$100.00
ISDN Change Charge	$50.00

4.1.3.6.2 ISDN PRI Monthly Recurring Charges (MRC):

	Rate Area A	Rate Area B - Qwest	Rate Area B - Verizon	Rate Area C	Rate Area D
Month to Month	$1,665.21	$1,561.81	$1,543.30	$1,543.30	$1,665.21
1 Year Term	$1,317.58	$1,003.14	$1,003.14	$1,317.58	$1,317.58
2 Year Term	$1,086.10	$926.00	$926.00	$1,086.10	$1,086.10
3 Year Term	$1,086.10	$879.66	$879.66	$1,039.80	$1,039.80
5 Year Term	$1,086.10	$941.40	$1,018.56	$956.83	$956.83
2B Channel Term (per PRI Span)	$ 75.00	$ 75.00	$ 75.00	$ 75.00	$ 75.00
Calling Name Delivery (per PRI Span)	$ 92.59	$ 24.69	$ 24.69	$ 92.59	$ 92.59

* As of October 27, 2005, these rates will no longer be available to new Customers.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.4 Basic Rate Interface (BRI)*

4.1.4.1 Basic Rate Interface (BRI) Basic Line BRI provides two 64 Kbps Bearer B channels used for voice and data transmission, and one 16 Kbps D channel used for call set-up and release. The Customer's terminal equipment and interconnection through non-digital central offices may causetransmission speeds to be slower than the maximum achievable. The Basic Rate Interface (BRI) line includes the following standard features at no additional charge. The Recurring and Non-Recurring Rates are specified in Sections 4.1.4.1.1 and 4.1.4.1.2

Dial Tone
One Directory Listing
Presubscription for InterLATA and intraLATA
Access to 911
Operator Services
Directory Assistance
Place/Receive Toll Free Number Calls
Local/Long Distance Calls
900/976 Blocking

4.1.4.1.1 Non-Recurring Charges

ISDN BRI	Rate Area A	Rate Area B
Month-to-Month	$80.00	$50.00
1-Year	$75.00	$50.00
2-Year	$70.00	$50.00
3-Year	$65.00	$50.00
4-Year	$50.00	Not offered
5-Year	$50.00	$50.00

*Effective November 29, 2008, this product will be available only to current customers at their current location.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.4 Basic Rate Interface (BRI) (Cont'd)

4.1.4.1 Basic Rate Interface (BRI) Rates and Charges (Cont'd)

4.1.4.1.2 Monthly Recurring Charges

ISDN BRI	Rate Area A	Rate Area B
Month-to-Month	$55.05	$60.37
1-Year	$65.29	$54.86
2-Year	$63.18	$52.79
3-Year	$61.21	$50.72
4-Year	n/a	Not offered
5-Year	$58.68	$45.90

4.1.5 Inbound PRI

Inbound PRI is a high inbound only Primary Rate Interface ISDN service. This service is available to Internet Service Providers and Application Service Providers. Inbound PRI is a DS-1 level service that provides trunk-side access from a customer's premise to the local XO central office. Service will be delivered to the customer premise on a digital basis only. The customer may elect to convert the digital signal to analog using customer provided channel banks at their own discretion, but XO will not provide this as part of the service.

Inbound PRI is a dedicated inbound-only service that can not be used to originate or terminate domestic long distance switched calls and is designed to support high inbound call volumes. Rates are offered under two pricing plans described below. Pricing is based on whether the Customer service location is On-Net or Off-Net. For purposes of this offering, On-Net service shall mean service to the Customer service location is provided entirely by XO over its own fiber or wireless facilities, or when Customer is collocated with XO. Off-Net service shall mean service to the Customer service location is not provided entirely by XO over its own fiber or wireless facilities. Instead, service to the Customer service location is provided through the use, purchase or lease of the facilities of another local access provider other than XO, including the use of unbundled network elements or Type II facilities. A minimum one year term commitment is required with this service offering.

Customer and XO, agree that in the event of a decision by a regulatory authority at the federal, state or local level, including but not limited to the approval of a new ILEC interconnection arrangement, which alters XO's ability to offer the current contract rate, upon 30 days written notification to Customer, XO may migrate the Customer to the Off-Net Price Plan for remainder of Customer's term commitment. If XO chooses to migrate customer to an Off-Net Price Plan for the remainder of Customer's term commitment, Customer may cancel service without penalty upon 30 days written notice to XO after receipt of the XO migration notice.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.5 Inbound PRI (Cont'd)

(a) Rates

With each Monthly Recurring Charge (MRC) Customer is provided with only one number for one rate center. Customer can receive up to two rate centers at no additional MRC. Rate centers are ILEC defined rate centers in each state. Additional rate centers, but no more than five, can be purchased for MRC of $20.00 per rate center. Additional blocks of twenty (20) DID numbers will be available at a MRC of $3.50.

Price Plan Option #1
Available to Off-Net Customers.

	1 Year	2 Years	3 Years
Monthly Recurring Charge	$2,000.00	$1,900.00	$1,800.00
Non-Recurring Charge	$1,000.00	$1,000.00	$1,000.00

Price Plan Option #2
Available to On-Net Customers.

	1 Year	2 Years	3 Years
Monthly Recurring Charge	$ 475.00	$ 451.25	$ 427.50
Non-Recurring Charge	$1,000.00	$1,000.00	$1,000.00

(b) Discount Schedule Customers are eligible for discounts based on revenue levels as shown below.The monthly revenue level is Customer's total monthly telecommunications expenses provided to Company for all services excluding taxes and surcharges, non-recurring charges, some hosting services and equipment and DIA usage. The discount will be applied monthly in the form of a credit off the bottom line of the Customer's bill. The amount of the discount may vary month to month.

Discount Schedule based on monthly usage:

Monthly Usage Level	Discount Percentage
$0 – 5,000	0%
$5,000.01 – 25,000	10%
$25,000.01 – 100,000	15%
$100,000.01 – 300,000	20%
$300,000.01+	25%

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.6 Local Volume Discount

Local Volume Discount is a discount plan based upon XO's currently offered Local Services. Two plans are available, as outlined below. Customer must choose one plan upon execution of their service agreement.

4.1.6.1 Restrictions: The offer is available to New and Existing Customers who sign a minimum two (2) year commitment for XO Local service offerings.

a) The following Services are not included in the discount, but are included in the revenue commitment: XOptions, ISDN-BRI, Inbound PRI, Integrated Access, Gateway traffic Residential Service, Operator Services, Resold Services, Carrier Local Term, DAL IntraLATA usage, Labor and Non-Recurring Charges. All other products and usage types are included in the revenue commitment.

b) This offer applies only to those other Local products currently available.

c) Customers located in an area where the Company is collocated in the ILEC wire center serving the Customer are eligible for this offering. Other Customers may be eligible depending upon their service configuration.

d) All other commitments and/or restrictions, including early termination fees, associated with the applicable local product(s) apply.

4.1.6.2 Pricing: Two Price plans are available. Customers must choose one of the following plans when they sign their service contract.

a) Aggregate Revenue Plan: Customers who choose XO's Aggregate Revenue plan will receive discounts off their monthly Local MRC's & Local usage, based upon the actual amount of revenue billed each month. The amount of the discount may vary month to month.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.6 Local Volume Discount (Cont'd)

4.1.6.2 Pricing (Cont'd)

Monthly Revenue	Discount
$20,000-49,999	10%
$50,000-124,999	15%
$125,000-199,999	20%
Greater than $200,000	25%

b) Aggregate Commitment Plan: Customers who choose XO's Aggregate Commitment Plan will receive the following discounts off their Local MRC's & Local usage, based upon the commitment level they choose. Discounts will be applied monthly. Failure to achieve the annual commitment level will result in a penalty equal to the difference between the actual amount billed and the selected commitment level.

Annual Revenue Commitment	Discount
$250,000-599,999	10%
$600,000-1,499,999	15%
$1.5M- 2,399,999	20%
Greater than $2.4M	25%

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks

Business Trunk Service provides customers with access to and from the Public Switched Telephone Network (PSTN) for inbound, outbound or two-way call traffic. The trunk connection can be either analog or digital depending on the customer's requirements.

Analog trunk service is offered via standalone Private Branch Exchange (PBX) or Direct Inward Dial (DID) Trunks, while digital connections are provided through Digital Switched T-1 Service.
Direct Inward Dial Trunks can be customized to support customers call traffic requirements:

In-Only Trunks: A One-Way trunk that only allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Out Only Trunks: A One-Way Trunk that only allows traffic originating in the customer's PBX to betransmitted to the XO switching equipment.

Two-Way Trunks: A Trunk which allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

In-Only with DID Trunk: A One-Way trunk equipped with Direct Inward Dialing Service that allows traffic from the XO switching equipment to be transmitted to the customer's PBX.

Two-Way with DID Trunk: A Trunk equipped with Direct Inward Dialing Service that allows traffic to be transmitted from either the customer's PBX or the XO switching equipment.

Direct Inward Dialing (DID) Service: a special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

Fractional T1 Trunks

Basic T1 Facility - A T1 facility that is equipped with In-Only, Out-Only, or Two-Way trunks.

Advanced T1 Facility - A T1 facility that is equipped with In-Only with DID or Two-Way with DID trunks.

4.1.7.1 PBX Analog Trunks*

The PBX Analog Trunk provides a two-wire access loop from the customer premises to the serving central office. The transmission via this loop supports Clear Channel Capability where available. Call traffic in static Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID), Direct Outward Dialing (DOD), or a combination of DID/DOD.

4.1.7.1.1 PBX Analog Trunk Rates and Charges

PBX Analog Trunk Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly recurring Charges (MRC's) and Usage Charges, as specified below. Additional Federal, State and Local taxes and Surcharges may also apply.

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Non-Recurring Charges				
In Only				
1 Year	$41.00	$41.00	$41.00	$41.00
2 Year	$41.00	$41.00	$41.00	$41.00
3 Year	$41.00	$41.00	$41.00	$41.00
Out Only				
1 Year	$41.00	$41.00	$41.00	$41.00
2 Year	$41.00	$41.00	$41.00	$41.00
3 Year	$41.00	$41.00	$41.00	$41.00
Two-Way				
1 Year	$50.00	$50.00	$50.00	$50.00
2 Year	$50.00	$50.00	$50.00	$50.00
3 Year	$50.00	$50.00	$50.00	$50.00

*Effective November 29, 2008, this product will be available only to current customers at their current location.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.1 PBX Analog Trunks (Cont'd)

4.1.7.1.1 PBX Analog Trunk Rates and Charges (Cont'd)

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Non-Recurring Charges				
In Only w/ DID				
1 Year	$84.00	$84.00	$84.00	$84.00
2 Year	$84.00	$84.00	$84.00	$84.00
3 Year	$84.00	$84.00	$84.00	$84.00
DID Numbers – 20	$17.00	$17.00	$17.00	$17.00
DID Numbers – 100	$85.00	$85.00	$85.00	$85.00

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Monthly Recurring Charges				
In Only				
1 Year	$22.06	$19.98	$25.25	$25.18
2 Year	$21.36	$19.09	$23.49	$23.85
3 Year	$20.08	$18.20	$21.73	$22.53
Out Only				
1 Year	$22.06	$19.98	$25.25	$25.18
2 Year	$21.36	$19.09	$23.49	$23.85
3 Year	$20.08	$18.20	$21.73	$22.53
Two-Way				
1 Year	$22.06	$19.98	$25.25	$25.18
2 Year	$21.36	$19.09	$23.49	$23.85
3 Year	$20.08	$18.20	$21.73	$22.53

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.1 PBX Analog Trunks (Cont'd)

4.1.7.1.1 PBX Analog Trunk Rates and Charges (Cont'd)

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Monthly Recurring Charges In Only w/ DID				
1 Year	$50.66	$42.25	$51.60	$57.00
2 Year	$48.06	$40.63	$48.27	$54.00
3 Year	$46.48	$39.01	$44.93	$51.00
DID Numbers – 20	$3.90	$ 3.90	3.90	$ 3.90
DID Numbers – 100	$19.45	$19.45	$19.45	$19.45

4.1.7.2 Digital Switched T-1

Digital Switched T-1 service provides an intraexchange digital connection between the customers PBX (Private Branch Exchange) or Hybrid Key system and XO's Central office.

Each Digital Switched T-1 carries 24 channels over a standard digital transmission facility. The channels are used to carry circuit switched voice and data call traffic at channel signal rates of up to 64 Kbps per channel with a total of 1.544 Mbps dedicated bandwidth for each Digital Switched T-1 service. Channels can be allocated for specific services, such as Two Way Calling, Inbound or Outbound Calling, Direct Inward Dialing (DID) or Direct Outward Dialing. Digital Switched T-1 Service and/or its Features are provided subject to the availability and Service Capabilities of the Central Office Facilities. Customer must provide his or her own DTI (Digital Interface) Card. If Customer wishes to provision analog PBX trunk services, Customer must provide compatible digital to analog conversion equipment. All Channel Service Units (CSU's) are the responsibility of the Customer. Digital Switched T-1 service is not available for use by Commercial Mobile Radio Carriers, Private Mobile Radio Carriers or Interexchange Carriers, in the provision of service to their customers.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.2 Digital Switched T-1 (Cont'd)

Digital Switched T-1 service is provisioned as either:

Full Digital Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and 24 channels or,
Fractional Switched T-1 with a Digital Switched Facility (Access Line) per T-1 and individual channels (minimum of 10 channels)

4.1.7.2.1 Digital Switched T-1 Rates and Charges

Digital Switched T-1 Customers will be charged applicable Non-Recurring Charges (NRC'S), Monthly Recurring Charges (MRC's) and Usage Charges, as specified below. Additional Federal, State and Local Taxes and Surcharges may also apply.

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Non-Recurring Charges				
Full Switched Digital T1 Trunks				
In Only (Basic)				
1 Year	$1,360.00	$1,360.00	$1,360.00	$1,360.00
2 Year	$1,105.00	$1,105.00	$1,105.00	$1,105.00
3 Year	$ 850.00	$ 850.00	$ 850.00	$ 850.00
Out Only (Basic)				
1 Year	$1,360.00	$1,360.00	$1,360.00	$1,360.00
2 Year	$1,105.00	$1,105.00	$1,105.00	$1,105.00
3 Year	$ 850.00	$ 850.00	$ 850.00	$ 850.00
Two-Way (Basic)				
1 Year	$1,360.00	$1,360.00	$1,360.00	$1,360.00
2 Year	$1,105.00	$1,105.00	$1,105.00	$1,105.00
3 Year	$ 850.00	$ 850.00	$ 850.00	$ 850.00
In Only w/ DID				
1 Year	$1,360.00	$1,360.00	$1,360.00	$1,360.00
2 Year	$1,105.00	$1,105.00	$1,105.00	$1,105.00
3 Year	$ 850.00	$ 850.00	$ 850.00	$ 850.00
Two-Way w/ DID				
1 Year	$1,360.00	$1,360.00	$1,360.00	$1,360.00
2 Year	$1,105.00	$1,105.00	$1,105.00	$1,105.00
3 Year	$ 850.00	$ 850.00	$ 850.00	$ 850.00
DID Numbers – 20	$17.00	$17.00	$17.00	$17.00
DID Numbers – 100	$85.00	$85.00	$85.00	$85.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.2 Digital Switched T-1 (Cont'd)

4.1.7.2.1 Digital Switched T-1 Rates and Charges (Cont'd)

	Rate Areas A & D	**Rate Area B – Qwest**	**Rate Area B – Verizon**	**Rate Area C**
Monthly Recurring Charges				
Full Switched Digital T1 Trunks				
In-Only (Basic)				
1 Year Term	$1,597.39	$1,216.33	$1,216.33	$1,521.32
2 Year Term	$1,316.70	$1,122.77	$1,122.77	$1,254.00
3 Year Term	$1,260.57	$1,066.63	$1,066.63	$1,015.84
Out-Only (Basic)				
1 Year Term	$1,597.39	$1,216.33	$1,216.33	$1,521.32
2 Year Term	$1,316.70	$1,122.77	$1,122.77	$1,254.00
3 Year Term	$1,260.57	$1,066.63	$1,066.63	$1,015.84
Two-Way (Basic)				
1 Year Term	$1,597.39	$1,216.33	$1,216.33	$1,521.32
2 Year Term	$1,316.70	$1,122.77	$1,122.77	$1,254.00
3 Year Term	$1,260.57	$1,066.63	$1,066.63	$1,015.84
In-Only w/ DID				
1 Year Term	$1,597.39	$1,216.33	$1,216.33	$1,521.32
2 Year Term	$1,316.70	$1,122.77	$1,122.77	$1,254.00
3 Year Term	$1,260.57	$1,066.63	$1,066.63	$1,015.84
Two-Way w/ DID				
1 Year Term	$1,597.39	$1,216.33	$1,216.33	$1,521.32
2 Year Term	$1,316.70	$1,122.77	$1,122.77	$1,254.00
3 Year Term	$1,260.57	$1,066.63	$1,066.63	$1,015.84
DID Numbers - 20	$ 3.90	$ 3.90	$ 3.90	$ 3.90
DID Numbers - 100	$19.45	$19.45	$19.45	$19.45
Non-Recurring Charges				
Fractional Switched Digital T1 Trunks				
Digital Transmission Facility, Basic				
1 Year Term	$825.00	$825.00	$825.00	$825.00
2 Year Term	$825.00	$825.00	$825.00	$825.00
3 Year Term	$825.00	$825.00	$825.00	$825.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.2 Digital Switched T-1 (Cont'd)

4.1.7.2.1 Digital Switched T-1 Rates and Charges (Cont'd)

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Non-Recurring Charges				
Fractional Switched Digital T1 Trunks				
Per Channel Rate, Basic				
In Only				
1 Year	$21.00	$21.00	$21.00	$21.00
2 Year	$21.00	$21.00	$21.00	$21.00
3 Year	$21.00	$21.00	$21.00	$21.00
Out Only				
1 Year	$21.00	$21.00	$21.00	$21.00
2 Year	$21.00	$21.00	$21.00	$21.00
3 Year	$21.00	$21.00	$21.00	$21.00
Two-Way				
1 Year	$21.00	$21.00	$21.00	$21.00
2 Year	$21.00	$21.00	$21.00	$21.00
3 Year	$21.00	$21.00	$21.00	$21.00
Monthly Recurring Charges				
Fractional Switched Digital T1 Trunks				
Digital Transmission Facility, Basic				
1 Year	$294.14	$294.14	$294.14	$294.14
2 Year	$278.78	$278.78	$278.78	$278.78
3 Year	$264.60	$264.60	$264.60	$264.60
Per Channel Rate, Basic In Only				
1 Year	$13.92	$13.92	$13.92	$13.92
2 Year	$13.23	$13.23	$13.23	$13.23
3 Year	$12.54	$12.54	$12.54	$12.54
Out Only				
1 Year	$13.92	$13.92	$13.92	$13.92
2 Year	$13.23	$13.23	$13.23	$13.23
3 Year	$12.54	$12.54	$12.54	$12.54
Two-Way				
1 Year	$13.92	$13.92	$13.92	$13.92
2 Year	$13.23	$13.23	$13.23	$13.23
3 Year	$12.54	$12.54	$12.54	$12.54

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.2 Digital Switched T-1 (Cont'd)

4.1.7.2.1 Digital Switched T-1 Rates and Charges (Cont'd)

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Non-Recurring Charges				
Fractional Switched Digital T1 Trunks				
Digital Transmission Facility, Advanced				
1 Year	$825.00	$825.00	$825.00	$825.00
2 Year	$825.00	$825.00	$825.00	$825.00
3 Year	$825.00	$825.00	$825.00	$825.00
Per Channel Rate, Advanced				
In Only w/ DID				
1 Year	$65.00	$65.00	$65.00	$65.00
2 Year	$52.00	$52.00	$52.00	$52.00
3 Year	$38.00	$38.00	$38.00	$38.00
Two-Way w/ DID				
1 Year	$65.00	$65.00	$65.00	$65.00
2 Year	$52.00	$52.00	$52.00	$52.00
3 Year	$38.00	$38.00	$38.00	$38.00
DID Numbers – 20	$17.00	$17.00	$17.00	$17.00
DID Numbers – 100	$85.00	$85.00	$85.00	$85.00
Monthly Recurring Charges				
Fractional Switched Digital T1 Trunks				
Digital Transmission Facility, Advanced				
1 Year	$145.30	$145.30	$145.30	$145.30
2 Year	$132.30	$132.30	$132.30	$132.30
3 Year	$120.49	$120.49	$120.49	$120.49
Per Channel Rate, Advanced I				
n Only w/ DID				
1 Year	$48.21	$48.21	$48.21	$48.21
2 Year	$45.80	$45.80	$45.80	$45.80
3 Year	$43.39	$43.39	$43.39	$43.39
Two-Way w/ DID				
1 Year	$52.34	$52.34	52.34	$52.34
2 Year	$49.72	$49.72	$49.72	$49.72
3 Year	$47.11	$47.11	$47.11	$47.11

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.2 Digital Switched T-1 (Cont'd)

4.1.7.2.1 Digital Switched T-1 Rates and Charges (Cont'd)

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Monthly Recurring Charges				
Fractional Switched Digital T1 Trunks				
DID Numbers – 20	$ 3.90	$3.90	$3.90	$3.90
DID Numbers – 100	$19.45	$19.45	$19.45	$19.45
Non-Recurring Charges				
Trunk Change Charge				
Trunk Group Configuration	$50.00	$50.00	$50.00	$50.00
Channel Reconfiguration T1	$50.00	$50.00	$50.00	$50.00
Optional Feature				
Calling Number Delivery per Trunk Group	$25.00	$25.00	$25.00	$25.00
Monthly Recurring Charges				
Optional Feature				
Calling Number Delivery per Trunk Group	$25.00	$25.00	$25.00	$25.00

4.1.7.2.2 Additional Non-Recurring Charges

	Rate Area A	Rate Area B	Rate Area C
Per DID Number	$1.00	$1.00*	
Conversion Charge, per trunk	$20.00	N/A	
Line Connection (per DID Trunk)	N/A	$24.00	$65.00

Service order charges apply as described in Section 3.5 of this Product Document.

NOTE:
Non-Recurring Account Change Charges will not apply during the initial 30 day period following a service order.

* As of October 27, 2005, this charge will no longer apply to new customers.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.4 PBX Analog Trunk & Digital Switched T-1 Standard features

Each PBX Analog Trunk & Digital Switched T-1 includes the following features at no additional charge.

Hunting: Ascending Trunk Selection: Ascending Trunk Selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the first trunk of the trunk group, ascending to the last trunk of the Trunk Group. (example: hunting from the 1st trunk through last trunk on Trunk Group)

Descending Trunk Selection: Descending trunk selection occurs when a switching unit selects from a Trunk Group the first available Trunk going from the last trunk of the trunk group, descending to the first trunk of the Trunk Group. (example: hunting from last trunk of Trunk Group toward the 1st trunk of the Trunk Group).

Least Idle Trunk Selection ("LIDL"): LIDL trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the shortest period of time.

Most Idle Trunk Selection ("MIDL"): MIDL Trunk selection occurs when a switching unit selects from a Trunk group the Trunk that has been idle for the longest period of time.

Alternative Call Routing:
Allows the customer to route calls to any service within the switch to handle calls in case of a disaster or for call overflow purposes. Typically a customer will route calls from one Trunk Group to another Trunk Group. Calls overflow to the Alternate Call Route when they encounter a busycondition. There are three types of busy conditions: Overflow Call Processing – all trunks in the trunk group are busy. System Busy – This busy condition is caused by network system problems, such as T1 Carrier being down or SS7 related problems. Manual Busy – This condition is caused by the trunk group being manually taken down, typically to do maintenance on the customer side in the PBX or on the telecom side in the network switch.

Additional Features:
E911 One (1)
Directory Listing
Touch-tone Capability

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.7 Business Trunks (Cont'd)

4.1.7.5 PBX Analog Trunk & Digital Switched T-1 Optional Features

Calling Number Delivery - Sends the calling number to the customer.

Directory Assistance and Operator Services are available for an additional per call charge as outlined in Sections 4.3 and 4.4 of this Product Document.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering*

The Deluxe XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Deluxe XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Deluxe XOption Service Offering the Customer selects and receives service under one of the Deluxe XOptions listed in the sections below. Each Deluxe XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates. The Monthly Recurring Charge for each Deluxe XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Deluxe XOption Service Offering.

4.1.8.1 Deluxe XOption #1

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

*Effective November 29, 2008, this offering will be available only to current customers at their current location.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.1. Deluxe XOption #1 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 1,003.50	A=$943.88	A=$ 1,003.50
B=$1,193.63	B=$1,134.00	B=$1,193.63
C=$1,389.38	C=$1,330.88	C=$1,389.38
D=$2,359.13	D=$2,300.63	D=$2,359.13

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

4.1.8.2 Deluxe XOption #2

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,278.00	A=$1,199.25	A=$1,278.00
B=$1,402.88	B=$1,324.13	B=$1,402.88
C=$1,599.75	C=$1,521.00	C=$1,599.75
D=$2,569.50	D=$2,490.75	D=$2,569.50

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.3 Deluxe XOption #3

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,532.81	A=$1,466.73	A=$1,532.81
B=$1,770.48	B=$1,704.38	B=$1,770.48
C=$2,015.16	C=$1,950.48	C=$2,015.16
D=$3,227.35	D=$3,162.66	D=$3,227.35

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

4.1.8.4 Deluxe XOption #4

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.4. Deluxe XOption #4 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,474.88	A=$1,396.13	A=$1,474.88
B=$1,599.75	B=$1,521.00	B=$1,599.75
C=$1,795.50	C=$1,717.88	C=$1,795.50
D=$2,765.25	D=$2,687.63	D=$2,765.25

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

4.1.8.5 Deluxe XOption #5

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,247.64	A=$2,616.07	A=$2,247.64
B=$2,930.40	B=$3,421.16	B=$2,930.40
C=$3,227.83	C=$3,778.07	C=$3,227.83
D=$4,693.02	D=$5,536.32	D=$4,693.02

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

* As of October 27, 2005, this rate will not be available to new Customers.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.6 Deluxe XOption #6

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,823.92	A=$3,254.87	A=$2,823.92
B=$3,207.55	B=$3,707.09	B=$3,207.55
C=$3,504.98	C=$4,064.02	C=$3,504.98
D=$4,970.17	D=$5,822.25	D=$4,970.17

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

4.1.8.7 Deluxe XOption #7

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.7 Deluxe XOption #7 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,649.40	A=$1,839.36	A=$1,640.96
B=$2,208.72	B=$1,839.36	B=$1,793.05
C=$2,485.93	C=$2,019.84	C=$1,941.76
D=$3,871.33	D=$2,198.31	D=$2,558.60

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
999.00	$ 999.00	$ 999.00

4.1.8.8 Deluxe XOption #8

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption is provided over basic business or analog Centrex line for a minimum of ten users, and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge – Two Components

1st Ten Users

Rate Area A	Rate Area B	Rate Area C
A=$ 800.00	A=$ 730.00	A=$ 825.00
B=$ 920.00	B=$ 850.00	B=$ 945.00
C=$1,040.00	C=$ 970.00	C=$1,065.00
D=$1,640.00	D=$1,570.00	D=$1,665.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.8 Deluxe XOption #8 (Cont'd)

Each Additional User, Above Ten

Rate Area A	Rate Area B	Rate Area C
A=$ 80.00	A=$ 73.00	A=$ 82.00
B=$ 92.00	B=$ 85.00	B=$ 94.00
C=$104.00	C=$ 97.00	C=$106.00
D=$164.00	D=$157.00	D=$166.00

Non-Recurring Charge
The Non-Recurring Charge is equal to one month's Monthly Recurring Charge. If additional users are added after installation, the Non-Recurring Charge for the additions is equal to the Each Additional User Charge, Above Ten Users for the package chosen times the numbers of users added.

4.1.8.9 Deluxe XOption #12

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,025.00	A=$1,920.38	A=$2,025.00
B=$3,001.50	B=$2,896.88	B=$3,001.50
C=$4,620.38	C=$4,515.75	C=$4,620.38
D=$6,232.50	D=$6,126.75	D=$6,232.50

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8.10 Deluxe XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) analog Centrex lines or basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,268.69	A=$2,580.19	A=$2,129.06
B=$5,319.00	B=$3,331.13	B=$2,752.03
C=$7,760.81	C=$4,586.63	C=$3,798.28
D=$10,192.50	D=$5,852.25	D=$4,852.97

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

4.1.8.11 Deluxe XOption #14

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,261.25	A=$2,208.38	A=$2,261.25
B=$3,237.75	B=$3,184.88	B=$3,237.75
C=$4,855.50	C=$4,803.75	C=$4,855.50
D=$6,467.63	D=$6,415.88	D=$6,467.63

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.12 Deluxe XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,577.65	A=$2,583.96	A=$2,558.60
B=$5,683.33	B=$3,335.99	B=$3,307.25
C=$8,128.71	C=$4,593.32	C=$4,564.58
D=$10,562.26	D=$5,860.55	D=$5,832.05

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

4.1.8.13 Deluxe XOption #16

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.13 Deluxe XOption #16 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,970.50	A=$1,532.80	A=$1,640.96
B=$2,583.96	B=$1,683.21	B=$1,793.05
C=$2,861.11	C=$1,831.93	C=$1,941.76
D=$4,246.88	D=$2,584.07	D=$2,693.79

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 999.00	$ 999.00	$ 999.00

4.1.8.14 XOption M – Satellite Office Solutions

This service offering will no longer be available to customers who sign up for service after April 14, 2003. To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Deluxe XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth inCompany's Interexchange Services Product Document for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$785.00	A=$750.00	A=$805.00
Non-Recurring Charge		$700.00

4.1.8.15 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 Deluxe XOption Service Offering (Cont'd)

4.1.8.16 Standard Feature Package:

All XOptions include the following standard features at no additional charge.

Voicemail w/Message Waiting
Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
First Block of 20 DIDs*
Caller ID – Number Only

4.1.8.17 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

2 Years = 5% Discount
3 Years = 10% Discount

* Available to Customers who order business trunks.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.8 X OPTION Service Offering (Cont'd)

4.1.8.18 XOption M – Satellite Office Solutions

To receive service under this XOption, the Customer must order a XOptions package at no fewer than three locations, with at least one location receiving one of the Deluxe XOptions 1-16. The requirement specified above does not apply to Customer's who subscribe to a two or three year contract term. However, all Customers, regardless of contractual term length, must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customers renewing Company contracts are eligible to receive this XOption on a stand alone basis with no location or other XOption requirements. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usagewill be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C	Rate Area D
$690.00	$690.00	$690.00	$690.00

Non-Recurring Charge $700.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.9 Mini Bundle Service Offering

The following Service Offering will be available to new or existing XO Customers who order the Mini Bundle Service and agree to the terms and conditions below. Existing customer is defined as a voice only or data only customer who is upgrading to the Mini Bundle. New customer is defined as someone who has not subscribed to these services for one year prior to this offering. Customer will be charged the Monthly Recurring Charge (MRC) below when ordering either one of the following Mini Bundles for the specified term commitment: A) A minimum of six but no more than nine voice lines, 1,500 minutes of domestic long distance service, and DSL service; or B) A minimum of six but no more than nine voice lines, 1,500 minutes of domestic long distance service, and DIA service. Regardless if Customer selects the one, two or three year term commitment, the Non-Recurring Charge (NRC) for Option A is $499.00, and Option B is $699.00. Both options include unlimited local usage. Any domestic long distance usage greater than the amount granted in this offering will be billed at the rate found in the Interexchange Services Product Document . This offering is only available in Rate Area A.

Mini Bundle A

Term	MRC
1 Year	$550.00
2 Year	$522.50
3 Year	$495.00

Mini Bundle B

Term	MRC
1 Year	$625.00
2 Year	$593.75
3 Year	$549.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.10 Multiple Service Discount #1*

XO Multiple Service #1 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 10% discount off the combined total amount of the Monthly Recurring and Local Usage charges for their XO local exchange service, local calling features and XO DSL or Dedicated Internet Access service. Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 10% discount is applied in addition to any term discount offered on the individual service components listed below. The following are not eligible with the Multiple Service Discount: XOption Offering; Integrated Access Offering; other promotions; Individual Case Basis (ICB) contracts, or any off Product Document pricing. To be eligible, Customer must meet the following criteria:

1 Customer must subscribe to XO local exchange service ("Voice Service"). The Local Exchange Voice service requirement is a minimum of 48 lines or trunks (or 2 T-1 equivalents), but no more than 144 lines or trunks (or 6 T-1 equivalents);

2 Customer must subscribe to a XO DSL or XO Dedicated Internet Access service ("Data Service");

3 New XO Customers must commit to a term of service for the XO Voice Service and Data Service for a minimum one (1) year term commitment. Existing XO Customers must commit to a term of service for Data Service that is equal to or greater than the amount of time remaining in Customer's term commitment for the Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;

4 All Voice and Data Services must be provided the same customer location;

5 Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, theCustomer will be liable for all discounted amounts provided under this Service Discount Plan.

* As of October 27, 2005, this discount willl no longer be available to new Customers.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.11 Multiple Service Discount #2

XO Multiple Service #2 is available to current or new XO Business Customers meeting the criteria listed below. Customer will receive a 15% discount off the combined total amount of the Monthly Recurring and Usage charges for their XO local exchange, local calling features, IntraLATA, InterLATA, 800 toll service, Shared Web Hosting and DSL or Dedicated Internet Access Service. Sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges are not included. Service is subject to the availability of facilities and offered only where technically feasible. This 15% discount is applied in addition to any term discount offered on the individual service components listed below. The following are not eligible with the Multiple Service Discount: XOption Offering; Integrated Access Offering; XO Dedicated Long Distance; other promotions; Individual Case Basis (ICB) contracts, or any off Product Document pricing. To be eligible, Customers must meet the following criteria:

Customers must subscribe to XO local exchange and long distance services ("Voice Service"). The Local Exchange Voice service requirement is a minimum 48 lines or trunks (or 2 T-1 equivalents) but no more than 144 lines or trunks (of 6 T-1 equivalents);

Customers must subscribe to XO DSL or Dedicated Internet Access service, and XO Shared Web Hosting service ("Data Service"). Does not apply to Dedicated Web Hosting;

New XO Customers must commit to a term of service for the XO Voice Service and Data Service for minimum one (1) year term commitment. Existing XO Customers must commit to a term ofservice for Data Service that is equal to or greater than the amount of time remaining inCustomer's term commitment for the XO Voice Service listed in 1 above, but in no case shall the commitment be less than one (1) year;

Current Customers' XO account must be current as of the date of Installation and no outstanding balance past due; and

If, for any reason, Customer's service is terminated prior to the end of Customer's term commitment, the Customer will be liable for all discounted amounts provided under this Service Discount Plan.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.12 XO High Capacity Local Loop Service

XO High Capacity Local Loop Service (HCLL) is an intraLATA service, which provides a dedicated transmission path between two customer designated premises. Where HCLL is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps).

The facilities to the customer designated premises may be entirely On-Net, Off-Net or a combination thereof. Customers may commit to one, two or three year service terms. The minimum service period for HCLL is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

4.1.12.1 Rates and Charges

Rates and charges for HCLL service is defined herein and is based on the locations of the customer designated premises in relation to the Company's network. Specifically, Customers will be charged according to whether the customer designated premises are On-Net or Off-Net, or a combination thereof. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely by XO over its own fiber or wireless facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely by XO over its own fiber or wireless facilities. Instead, service to the Customer designated premises is provided through the use, purchase or lease of the facilities from a service provider other than XO.

There are two rate elements that apply to HCLL: Channel Termination and Mileage.

a) Channel Termination

The Channel Termination rate element provides for the dedicated transmission path between two customer designated premises. One Channel Termination charge applies per point of termination. A Channel Termination charge applies when the customer designated premises and the serving wire center are collocated in the same building.

b) Mileage

The Mileage rate element provides for the dedicated transmission facilities path between the customer's serving wire centers associated with the two customer designated premises. The Mileage rate element is made up of two charges: a flat rate per circuit ("Fixed") and a per-mile rate ("Variable").

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.13 XO High Capacity Local Loop Service (Cont'd)

4.1.13.1 Rates and Charges (Cont'd)

The Mileage rate element will be rounded up to the next mile for any fraction of a mile, so that, for example, 0.001 miles will be charged at 1 mile. If both locations of Customer's designated premises are within the same central office, Mileage charges will not apply.

4.1.13.2 Rate Application

The following chart designates the applicable Rate Elements based on the location of the Customer designated Premises. Rates are also based on the service offering regions defined by the ILEC.

Locations of Customer Designated Premises	**Rate Elements**
On-Net to On-Net1	1 Channel Termination charge; plus applicable Mileage Charges
On-Net to Off-Net	2 Channel Termination charges; plus applicable Mileage Charges
Off-Net to Off-Net2	2 Channel Termination charges; plus applicable Mileage Charges

[1] Customers that utilize HCLL in combination with or for the provisioning of other XO Services, including but not limited to Dedicated Internet Access (DIA) Service, Private Line Service and Dedicated Long Distance (DLD) Service, shall be charged rates for On-Net to On-Net.

[2] Off-Net to Off-Net HCLL Service is only available to Customers who subscribe to XO local and intraLATA and/or interLATA services.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.13 XO High Capacity Local Loop Service (Cont'd)

4.1.13.3 Rates

a) DS1 Service

1) Channel Termination

	Monthly Recurring Charges (per point of termination)	Nonrecurring Charges (per point of termination)
Qwest		
1 year	$105.00	$300.00
2 year	$100.00	$300.00
3 year	$ 94.00	$300.00

	Monthly Recurring Charges (per point of termination)	Nonrecurring Charges (per point of termination)
Verizon		
1 year	$255.00	$400.00
2 year	$240.00	$400.00
3 year	$225.00	$400.00

2) Mileage:

Monthly Recurring Charges –Qwest

0 Miles	1 Year	2 Year	3Year
--Fixed	$0.00	$0.00	$0.00
--Per Mile	$0.00	$0.00	$0.00
Over 0 Miles			
--Fixed	$66.50	$63.00	$60.00
--Per Mile	$10.50	$10.00	$ 9.50

Monthly Recurring Charges –Verizon

0 Miles	1 Year	2 Year	3Year
--Fixed	$0.00	$0.00	$0.00
--Per Mile	$0.00	$0.00	$0.00
Over 0 Miles			
--Fixed	$47.00	$44.00	$42.00
--Per Mile	$18.00	$17.00	$16.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.13 XO High Capacity Local Loop Service (Cont'd)

4.1.13.3 Rates

b) DS3 Service

1) Channel Termination

Qwest	Monthly Recurring Charges (per point of termination)	Nonrecurring Charges (per point of termination)
1 year	$1,354.00	$300.00
2 year	$1,283.00	$300.00
3 year	$1,200.00	$300.00

Verizon	Monthly Recurring Charges (per point of termination)	Nonrecurring Charges (per point of termination)
1 year	$1,090.00	$800.00
2 year	$1,040.00	$800.00
3 year	$1,000.00	$800.00

2) Mileage:

Monthly Recurring Charges –Qwest

0 Miles	1 Year	2 Year	3Year
--Fixed	$0.00	$0.00	$0.00
--Per Mile	$0.00	$0.00	$0.00
Over 0 Miles			
--Fixed	$265.00	$252.00	$237.00
--Per Mile	$33.00	$31.00	$29.00

Monthly Recurring Charges –Verizon

0 Miles	1 Year	2 Year	3Year
--Fixed	$0.00	$0.00	$0.00
--Per Mile	$0.00	$0.00	$0.00
Over 0 Miles			
--Fixed	$530.00	$520.00	$480.00
--Per Mile	$53.00	$50.00	$47.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.14 Premium Integrated Access Service*

XO Premium Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customer's premises. Service can also be provided via ISDN PRI. When ordering service via DS-1, the Customer must purchase a minimum of six (6) local exchange lines or trunks and utilize a total of at least fourteen (14) voice & data channels. The Customer must also enter into a one (1), two (2) or three (3) year service order agreement. Usage for all services is not included in the following rates. The Non-Recurring and Monthly Recurring charges are specified below. MRC's listed below are for one (1) year term contracts, two and three year contracts receive an additional 5% and 10% discount, respectively.

(a) Standard & Optional Features

XO Premium Integrated Access Service Customers using Basic Business Lines will receive Touchtone as a Standard feature and may request the following optional features at no additional charge: Call Forward Variable, Call Forward Busy, Call Forward No Answer, Speed Calling, Call Waiting, and 3 Way Calling.

(b) Non-Recurring Charges

For initial installation of XO Premium Integrated Access Service over a single DS-1 or ISDN PRI, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in 3.1 will apply. An additional Service Order charge will apply for Features added subsequent to the initial service order.

Single DS1 or ISDN PRI:	$999.00
Capacity Exceeding DS1or ISDN PRI:	ICB

Service order charges apply as described in Section 3.5 of this Product Document .

(c) Monthly Recurring Charges

ISDN PRI:

Rate Area A	$1,369.91
Rate Area B	$1.294.73
Rate Area C	$1,369.91
Rate Area D	$1,141.59

*As of December 31, 2006, this product will only be available to current customers at their current location.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.15 Premium Integrated Access Service (Cont'd)

4.1.15.4 Monthly Recurring Charges:

Basic Line, Per Line

Rate Area A	$29.22
Rate Area B	$29.24
Rate Area C	$30.29
Rate Area D	$30.29

Trunks: Per Channel

Basic Analog Trunk
(In-Only, Out-Only, Two-Way)

Rate Area A	$19.85
Rate Area B	$17.99 (Qwest) $22.72 (Verizon)
Rate Area C	$22.66

Advanced Analog Trunk
In-Only w/ DID

Rate Area A	$45.59
Rate Area B	$38.02 (Qwest) $46.44 (Verizon)
Rate Area C	$51.30

Basic Digital Trunk
(In-Only, Out-Only, Two-Way)

Rate Area A	$29.22
Rate Area B	$16.41
Rate Area C	$16.41
Rate Area D	$16.41
Facility Charge	$224.10

Advanced Digital Trunk
In-Only w/ DID

Rate Area A	$29.22
Rate Area B	$56.82
Rate Area C	$56.82
Rate Area D	$56.82

Two-Way w/ DID

Rate Area A	$29.22
Rate Area B	$61.69
Rate Area C	$61.69
Rate Area D	$61.69
Facility Charge	$110.70

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.15 Premium Integrated Access Service (Cont'd)

4.1.15.5 Usage Charges:

Customers will receive intraLATA and interLATA intrastate service under the Gold and Platinum Service offering listed in Company's Interexchange Services Product Document. Interstate and International service is provided pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate and international use. Local Usage is included in the flat monthly charge for Integrated Access Service.

4.1.15.6 Enhanced Integrated Feature:

Premium Integrated Access Service Customers can order the Enhanced Integrated Feature, as an option, at the monthly recurring rate of $6.95 per line.

4.1.15.6.1 Enhanced Features:

The following features are included in the Enhanced Integrated Feature Package:

Abbreviated Dialing (3 or 4 digit)
Call Hold
Call Pickup
Transfer
Basic Voice Mail Box
Message Waiting

All other features are available at the Product Document rate.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 IntraLATA Network Access

Company IntraLATA Network Access is an IntraLATA service that provides a dedicated transmission path between a customer designated premises and a Company Point of Presence. Where IntraLATA Network Access is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps). IntraLATA Network Access is used to provide access services in conjunction with IntraLATA Private Line, DIA and Dedicated Long Distance.

The facilities to the customer-designated premises may be entirely On-Net or Off-Net Customers may commit o one, two or three year service terms. The minimum service period for IntraLATA Network Access is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

4.1.16.1 Rates and Charge

Rates and charges for IntraLATA Network Access service are defined herein and are based on the location(s) of the customer designated premise(s) in relation to Company's network. Specifically, Customers will be charged according to whether the customer designated premises are On-Net or Off-Net. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely over Company facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely over Company facilities. Instead, service to the Customer designated premises is provided by Company, in whole or in part, through the use, purchase or lease of the facilities from a service provider other than Company.

4.1.16.1.1 Rate Elements

Two rate elements apply to IntraLATA Network Access: Channel Termination and Network Access Mileage.

1) Channel Termination The Channel Termination rate element provides for the dedicated transmission path between a customer designated premise and Company's Point of Presence. One Channel Termination charge applies per each customer point of termination. A Channel Termination charge applies when the customer designated premises and the serving wire center are collocated in the same building.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 IntraLATA Network Access (Cont'd)

4.1.16.1 Rates and Charges (Cont'd)

4.1.16.1.1 Rate Elements (Cont'd)

2) Network Access Mileage The Network Access Mileage rate element provides for the dedicated transmission facilities path between the customer's serving wire centers associated with the customer designated premise and the Company's Point of Presence. The Network Access Mileage rate element is made up of two monthly recurring charges: a flat rate per circuit ("Fixed") and a flat per-mile rate ("Variable").

The Network Access Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile. If both locations of Customer's designated premises are within the same central office, Network Access Mileage charges will not apply.

4.1.16.1.2 Rate Application

The following chart designates the applicable Rate Elements based on the location of the Customer designated Premises.

Locations of Customer Designated Premises	Applicable Rate Elements
On-Net	One Channel Termination charge per Customer designated point of termination;
Off-Net	One Channel Termination charge per Customer designated point of termination; plus applicable Network Access Mileage Charges

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 IntraLATA Network Access (Cont'd)

4.1.16.1 Rates and Charges (Cont'd)

4.1.16.1.1 Rate Application (Cont'd)

QWEST

On-Net- DS1

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$92.00	$313.25	N/A	N/A
2 year	$92.00	$313.25	N/A	N/A
3 year	$84.00	$313.25	N/A	N/A

Off-Net DS1

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$115.00	$313.25	$100.00	$12.00
2 year	$115.00	$313.25	$100.00	$12.00
3 year	$105.00	$313.25	$ 86.50	$ 10.20

VERIZON

On-Net- DS1

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$220.00	$450.00	N/A	N/A
2 year	$220.00	$450.00	N/A	N/A
3 year	$220.00	$450.00	N/A	N/A

Off-Net DS1

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$275.00	$450.00	$96.12	$18.15
2 year	$275.00	$450.00	$96.12	$18.15
3 year	$275.00	$450.00	$96.12	$18.15

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.16 IntraLATA Network Access (Cont'd)

4.1.16.1 Rates and Charges (Cont'd)

4.1.16.1.1 Rate Application (Cont'd)

QWEST

On-Net- DS3

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$1,152.00	$313.25	N/A	N/A
2 year	$1,140.00	$313.25	N/A	N/A
3 year	$1,028.00	$313.25	N/A	N/A

Off-Net DS3

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$1,440.00	$313.25	$330.70	$90.70
2 year	$1,425.00	$313.25	$323.95	$88.83
3 year	$1,285.00	$313.25	$306.90	$84.15

VERIZON

On-Net- DS3

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$960.00	$1,000.00	N/A	N/A
2 year	$960.00	$1,000.00	N/A	N/A
3 year	$800.00	$1,000.00	N/A	N/A

Off-Net DS3

Network Access Mileage Charge			Channel Termination	
Term	MRC	NRC Installation	Fixed	Variable
1 year	$1,200.00	$1,000.00	$1,178.54	$58.19
2 year	$1,200.00	$1,000.00	$1,178.54	$58.19
3 year	$1,000.00	$1,000.00	$1,178.54	$58.19

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.17 IntraLATA Private Line

Company IntraLATA Private Line is an IntraLATA service, which is used in conjunction with IntraLATA Network Access. IntraLATA Private Line Service provides a dedicated transmission path that originates or terminates at a Company Point of Presence (POP). Where IntraLATA Private Line is available, service is offered as a high capacity dedicated transmission facility available 24-hours per day, 7 days per week in the following bandwidths: DS1 (1.544 Mbps) and DS3 (44.436 Mbps).

The facilities to the customer-designated premises may be entirely On-Net or Off-Net. Customers may commit to one, two or three year service terms. The minimum service period for IntraLATA Private Line is one year. Should the Customer terminate service prior to the end of the term commitment, the Customer will be billed a termination charge equal to the monthly recurring charge times the number of months remaining in the term.

4.1.17.1 Rates and Charges

Rates and charges for IntraLATA Private Line service is defined herein and is based on the locations of the customer designated premises in relation to the Company's network. Specifically, Customers will be charged according to whether the customer-designated premises are On-Net or Off-Net. As used herein, On-Net service shall mean service to the Customer designated premises is provided entirely by Company over its own facilities. Off-Net service shall mean service to the Customer designated premises is not provided entirely over Company facilities. Instead, service to the Customer designated premises is provided by Company, in whole or in part, through the use, purchase or lease of the facilities from a service provider other than Company.

4.1.17.1.1 Rate Elements: The rate element that applies to IntraLATA Private Line is Longhaul Mileage.

The Longhaul Mileage rate element provides for the dedicated transmission facilities path between the Company POPs associated with the two customer designated premises. The Longhaul Mileage rate element is made up of one variable charge: a flat, per-mile rate.

The Longhaul Mileage rate element will be rounded up to the next mile for any fraction of a mile. For example, 0.001 miles will be charged at 1 mile.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.17 IntraLATA Private Line (Cont'd)

4.1.17.1 Rates and Charges (Cont'd)

4.1.17.1.1 Rate Elements (Cont'd)

Longhaul Mileage charges do not apply for a circuit between two on-net locations in the same LATA that are less 5 miles or less apart.

4.1.17.1.2 Rate Application:

Qwest .

DS 1	1 year	2 Year	3 Year
Installation: NRC	$313.25	$313.25	$313.25
Longhaul Mileage: MRC Per mile	$12.00	$12.00	$10.20
DS 3			
Installation: NRC	$313.25	$313.25	$313.25
Longhaul Mileage: MRC per mile	$90.70	$88.83	$84.15

Verizon

DS 1	1 year	2 Year	3 Year
Installation: NRC	$450.00	$450.00	$450.00
Longhaul Mileage: MRC Per mile	$18.15	$18.15	$18.15
DS 3			
Installation: NRC	$1,000.00	$1,000.00	$1,000.00
Longhaul Mileage: MRC per mile	$58.19	$58.19	$58.19

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.18 Remote Call Forwarding Service

Remote Call Forwarding ("RCF") is a feature that allows a telephone number in one exchange (the RCF number) to automatically forward by telephone company equipment to a second telephone number in the same or different exchange. There is a minimum contract period of one month for this service. One RCF path is required for each simultaneous call that is forwarded. This service is not offered where the terminating number is a pay phone. Custom Calling features are not available. Call Forwarding and Remote Call Forwarding are not available on the terminating number. Customer must order sufficient facilities to handle calls.

		Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
(a)	Non-recurring charges: Connection Charge (Per path)	$ 34.90	$ 34.90	$ 14.50	$ 34.90
(b)	Recurring charges: Monthly Charge (First path)	$ 23.81	$ 19.99	$ 23.81	$ 22.68
	(Each Additional Path)	$ 22.79	$ 19.14	$ 22.79	$ 22.79

(c) Usage Charges: Applicable toll rates and surcharges apply per call and per line. Determination of rates is based on location of RCF number termination number. For local calls, the following rates apply:

1st Minute	$.021	$.021	$.017	$.021
Each Additional Minute	$.009	$.009	$.017	$.017

(d) Change Charge: The non-recurring charge will apply each time the number at the Call Forwarding location or the terminating number is changed.

(e) Discounts: The following discounts of usage rates will apply to calls made during the times specified below:

	Evenings (5 PM – 8 AM)	Weekends & Holidays
Rate Area A	40%	40%
Rate Area B – Qwest	40%	40%
Rate Area C - Verizon	50%	50%
Rate Area D	40%	40%

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.19 Foreign Exchange Service

Foreign Exchange Service is exchange service furnished from an exchange other than the one which normally serves the area in which the customer is located. Foreign Exchange Service is available when both the foreign rate center and the rate center in which the customer is located are served by a single switch and are supported by the same 911 selective router.

Foreign Exchange Service may be provided as Inbound Only, Outbound Only or Two-Way service. Foreign Exchange Service is available on the following services: Business Lines, Centrex Lines, Analog Trunks, Full Switched T1, Fractional Switched T1, ISDN-PRI and ISDN-BRI.

The local calling area that applies to Foreign Exchange Service is the same as that which regularly applies to other Company-provided local exchange access service bearing the same NPA-NXX designation.

4.1.19.1 Restrictions

Mixing of Foreign Exchange Service lines and non-Foreign Exchange Service lines within a service arrangement such as Hunting, PBX and ISDN Trunk Groups is allowed only when non-Foreign Exchange Service lines/trunks hunt to Foreign Exchange Service lines/trunks.

Customer must subscribe to Foreign Exchange Service for a minimum contract period of one year. Foreign Exchange Service is and it is co-terminus with the service to which it is terminated.

4.1.19.2 Rates

The pricing listed below is in addition to the local access service rates which regularly apply for exchange access service bearing the foreign exchange NPA-NXX. In addition, Customer will receive one foreign exchange directory listing at no charge.

Access Type	MRC	NRC
Foreign Exchange Business Line	$20.00	$25.00
Foreign Exchange Centrex Line	$20.00	$25.00
Foreign Exchange ISDN-BRI	$20.00	$25.00
Foreign Exchange Trunk (per DS0 channel)	$20.00	$25.00
Foreign Exchange Full Switched T1	$500.00	$200.00
Foreign Exchange ISDN-PRI	$500.00	$200.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.20 National Local Service

National Local Service is available to Customers in areas where Company provides service by resale or so-called "UNE Platform" arrangements. In order to qualify for National Local Service, Customers must sign a minimum 2-year contract and order two or more lines. National Local Service is only available where facilities exist and operating conditions permit.

4.1.20.1 Basic Business Lines

Company will provide Basic Business Lines as described in the Product Document Basic Business Line Customers will be charged a Non- Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified below as well as all applicable Federal, State and Local Taxes and Surcharges.

(a) Basic Business Lines include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
911 Access
One Yellow Pages Directory Listing
Blocking Restrictions

(b) Basic Business Line Optional Features: Basic Business Line Customers may order the following Optional Features listed below at the Rates specified below.

Call Forward Busy
Call Forward No Answer
Hunting (Circular or Sequential)
Call Forward Variable
Call Waiting with Cancel Call Waiting
Speed Calling 8
Three Way Calling
Caller ID Number Only
Caller ID Name & Number
Voicemail

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.20 National Local Service (Cont'd)

4.1.20.1 Basic Business Lines (Cont'd)

(c) Basic Business Line Rates and Charges: Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below. All rates are based on a two-year term. Pricing for alternate term lengths will be offered on an individual case basis.

(1) Monthly Recurring Charges

	Verizon	Qwest
Line Charge		
Basic Local Line	$31.19	$28.23
Optional Features:		
Call Forward Busy	$1.25	$2.50
Call Forward No Answer	$1.25	$2.00
Hunting (Circular or Sequential)	$0.00	$0.05
Call Forward Variable	$3.50	$2.80
Call Waiting with		
Cancel Call Waiting	$4.00	$2.80
Speed Calling 8	$3.30	$7.00
Three Way Calling	$4.25	$2.80
Caller ID Number Only	$10.00	$7.50
Caller ID Name & Number	$10.95	$7.95
Voicemail		

(2) Non-Recurring Charges

Installation Charge (Per Line)		
First Line	$65.50	$48.00
Additional Line(s)	$65.50	$48.00
Features	$65.50	$48.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.20 National Local Service (Cont'd)

4.1.20.2 Private Branch Exchange (PBX) Trunks*

(1) Service Description:

PBX Trunk Service provides customers with access to and from thePublic Switched Telephone Network (PSTN) for inbound, outbound ortwo-way call traffic.

Two-Way Trunks: A Trunk which allows traffic to be transmitted from either the customer's PBX or the Company switching equipment.

One-Way, out only: A One-Way Trunk that only allows traffic originating in the customer's PBX to be transmitted to the Company switching equipment.

One-Way, in only: A One-Way Trunk that only allows traffic from the Company switching equipment to be transmitted to the customer's PBX.

Direct Inward Dialing (DID) Service: A special trunking arrangement which permits incoming calls from the exchange network to reach a specific PBX station directly without an attendant's assistance.

(2) Rates and Charges

PBX Trunk Customers will be charged applicable Non-Recurring Charges, Monthly Recurring Charges and Usage Charges, where applicable. Additional Federal, State, and Local taxes and Surcharges may also apply. Rates below are based on a two year term. Rates for alternate term lengths may be provided on an individual case basis.

	Verizon		Qwest	
	MRC	NRC	MRC	NRC
PBX Trunks				
Two-Way	$34.70	$65.50	$26.89	$48.00
One-Way, out only	$34.70	$65.50	$26.89	$48.00
One-Way, in only	$34.70	$65.50	$26.89	$48.00
Optional Features				
DID Termination	$34.70	$65.50	$33.40	$40.00
Hunting	$0.00	$0.00	$0.05	$11.00
DID Numbers				
Per Blocks of 20	$21.00	$0.00	$3.00	$21.00
Per Blocks of 100	$42.00	$0.00	$15.00	$105.00

4.1.20.3 Early Termination Charge: Customers who subscribe to National Local Service shall also incur a per line charge of Fifty Dollars ($50.00) per line/trunk that is terminated prior to the end of the Customer's service term commitment.

*Effective November 29, 2008, this product will be available only to current customers at their current location.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.21 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or "all trunks busy" condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with ISDN PRI, Digital T-1, and all XOptions packages.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company's ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

	Per T-1
Non-Recurring Charge	$250.00
Monthly Recurring Charge	$ 29.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines *

Business Services Basic Business Lines are available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). Business Services Basic Business Line Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 4.1.22.3 of this Product Document as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.22.1 Standard Features

Business Services Basic Business Lines include the following standard attributes at no cost:
Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call
Blocking Restrictions- Business Services Basic Business Lines come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

* As of April 1, 2007, this product will only be available to current customers at their current location.

4 Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.2 Optional Features

Business Services Basic Business Line Customers may order the following Optional Features listed below at the Rates specified in this Product Document .

Call Forward Busy
Call Forward Don't Answer
Call Forward Doesn't Answer Ring Select
Call Forward Variable
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Call Transfer
Speed Calling 8
Speed Calling 30
Three Way Calling
Caller ID Number Only
Caller ID Name & Number
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
Message Waiting Indication- Audible
Message Waiting Indication- Visual

4. Service Descriptions - Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.2 Optional Features (Cont'd)

Optional Feature Packages: Optional Features that are combined into the following Feature Packages will have discounted pricing based on the number of features in each package. Pricing is listed in below.

Packages	Features Included
Feature Package 2	Three Way Calling and Call Forward Variable
Feature Package 3	Three Way Calling, Call Forward Variable, and Call Transfer
Feature Package 4	Call Forward Busy, Call Forward Don't Answer, Three Way Calling and Call Transfer
Feature Package 5	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer and Caller ID Name and Number
Feature Package 6	Call Forward Busy, Call Forward Don't Answer, Three Way Calling, Call Transfer, Caller ID Name and Number and Remote Access to Call Forwarding

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
MWI- Visual

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.3 Business Services Basic Business Line Rates and Charges

Business Services Basic Business Line Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

NRC
Business Services Basic Business Line

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
1 Year Rate	$41.00	$41.00	$41.00	$41.00
2 Year Rate	$41.00	$41.00	$41.00	$41.00
3 Year Rate	$37.00	$41.00	$41.00	$41.00

MRC
Businesss Services Basic Business Line

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C	Rate Area D
1 Year Rate	$71.52	$69.28	$73.76	$71.52	$71.52
2 Year Rate	$67.05	$67.05	$71.52	$67.05	$67.05
3 Year Rate	$62.58	$64.82	$67.05	$67.05	$62.58

NRC
Features

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Anonymous Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward Busy	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer Ring Select	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward Variable	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forwarding of Call Waiting Calls	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Transfer w/ Consultation Hold	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Waiting w/ Cancel Call Waiting	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Caller ID	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Caller ID w/ Name and Number	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Distinctive Ringing w/ Call Waiting Tone	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Automatic Line	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Hunting (Circular or Sequential)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Last Call Return	$ 9.00	$ 9.00	$ 9.00	$ 9.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.3 Business Services Basic Business Line Rates and Charges (Cont'd)

NRC

Features	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
SimRing	$14.00	$14.00	$14.00	$14.00
Remote Access to Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Repeat Dialing (Automatic Recall)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Acceptance	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 30 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 8 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Three Way Calling w/ Consultation Hold	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

MRC

Features	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Anonymous Call Rejection	$ 4.00	$ 4.00	$ 4.00	$ 4.00
Call Forward Busy	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Call Forward No Answer	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forward No Answer Ring Select	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forward Variable	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forwarding of Call Waiting Calls	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Transfer w/ Consultation Hold	$ 5.00	$ 5.00	$ 5.00	$ 5.00
Call Waiting w/ Cancel Call Waiting	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Caller ID	$ 6.00	$ 6.00	$ 6.00	$ 6.00
Caller ID w/ Name & Number	$ 7.00	$ 7.00	$ 7.00	$ 7.00
Distinctive Ringing w/ Call Waiting Tone	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Automatic Line	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Hunting (Circular or Sequential)	$ 000	$ 0.00	$ 0.00	$ 0.00
Last Call Return	$ 3.00	$ 3.00	$ 3.00	$ 3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.3 Business Services Basic Business Line Rates and Charges (Cont'd)

MRC
Features

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
SimRing	$5.00	$5.00	$5.00	$5.00
Remote Access to Call Forwarding	$5.00	$5.00	$5.00	$5.00
Repeat Dialing (Automatic Recall)	$3.00	$3.00	$3.00	$3.00
Selective Call Acceptance	$3.00	$3.00	$3.00	$3.00
Selective Call Forwarding	$3.00	$3.00	$3.00	$3.00
Selective Call Rejection	$3.00	$3.00	$3.00	$3.00
Speed Calling – 30 Numbers	$3.00	$3.00	$3.00	$3.00
Speed Calling – 8 Numbers	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Three Way Calling w/ Consultation Hold	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

NRC
Proposed Feature Packages

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Feature Package 2	$18.00	$18.00	$18.00	$18.00
Feature Package 3	$27.00	$27.00	$27.00	$27.00
Feature Package 4	$36.00	$36.00	$36.00	$36.00
Feature Package 5	$45.00	$45.00	$45.00	$45.00
Feature Package 6	$54.00	$54.00	$54.00	$54.00

MRC
Proposed Feature Packages

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Feature Package 2	$3.80	$3.80	$3.80	$3.80
Feature Package 3	$8.10	$8.10	$8.10	$8.10
Feature Package 4	$8.50	$8.50	$8.50	$8.50
Feature Package 5	$13.60	$13.60	$13.60	$13.60
Feature Package 6	$16.50	$16.50	$16.50	$16.50

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.22 Business Services Basic Business Lines (Cont'd)

4.1.22.3 Business Services Basic Business Line Rates and Charges (Cont'd)

Non-Recurring Charges	Rate Area A	Rate Area B	Rate Area C & D
Line Connection Charge (per line)	$24.00	$24.00	$30.00
Conversion Charge	$20.00	N/A	

Service order charges apply as described in Section 3.5 of this Product Document .

NOTE: Non-Recurring account change charges will not apply during the initial 30 day period following completion of a service order.

Optional Features:
No additional charge applies if ordered at time of service initiation. If ordered subsequent, the subsequent account change charge applies as specified in above.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 Small Business Basic Business Lines II

Small Business Basic Business Lines II are available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Small Business Basic Business Line II Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 4.1.23.3 of this Product Document as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.23.1 Standard Features

Small Business Basic Business Lines II include the following standard attributes at no cost:
Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call
Blocking Restrictions- Small Business Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4 Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 Small Business Basic Business Lines II (Cont'd)

4.1.23.2 Optional Features

Small Business Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in Section 4.1.23.3 of this Product Document .

Call Forward Doesn't Answer Ring Select
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Speed Calling 8
Speed Calling 30
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
Message Waiting Indication- Audible
Message Waiting Indication- Visual

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
MWI- Visual

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 Small Business Basic Business Lines II (Cont'd)

4.1.23.3 Small Business Basic Business Line II Rates and Charges

Small Business Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

NRC
Small Business Basic Business Line II

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
1 Year Rate	$41.00	$41.00	$41.00	$41.00
2 Year Rate	$41.00	$41.00	$41.00	$41.00
3 Year Rate	$37.00	$41.00	$41.00	$41.00

MRC
Small Businesss Basic Business Line II

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
			1-3 Lines:	
1 Year Rate	$71.52	$69.28	$73.76	$71.52
2 Year Rate	$67.05	$67.05	$71.52	$67.05
3 Year Rate	$62.58	$64.82	$67.05	$67.05
			4 or More Lines:	
1 Year Rate			$73.76	
2 Year Rate			$71.52	
3 Year Rate			$67.05	

NRC
Features

	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Anonymous Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer Ring Select	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forwarding of Call Waiting Calls	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Waiting w/ Cancel Call Waiting	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Distinctive Ringing w/ Call Waiting Tone	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Automatic Line	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Hunting (Circular)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Last Call Return	$ 9.00	$ 9.00	$ 9.00	$ 9.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 Small Business Basic Business Lines II (Cont'd)

4.1.23.3 Small Business Basic Business Line II Rates and Charges (Cont'd)

NRC

Features	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
SimRing	$14.00	$14.00	$14.00	$14.00
Remote Access to Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Repeat Dialing (Automatic Recall)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Acceptance	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 30 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 8 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

MRC

Features	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Anonymous Call Rejection	$ 4.00	$ 4.00	$ 4.00	$ 4.00
Call Forward No Answer Ring Select	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forwarding of Call Waiting Calls	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Waiting w/ Cancel Call Waiting	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Distinctive Ringing w/ Call Waiting Tone	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Automatic Line	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Hunting (Circular)	$ 000	$ 0.00	$ 0.00	$ 0.00
Last Call Return	$ 3.00	$ 3.00	$ 3.00	$ 3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.23 Small Business Basic Business Lines II (Cont'd)

4.1.23.3 Small Business Basic Business Line II Rates and Charges (Cont'd)

MRC

Features	Rate Area A&D	Rate Area B Qwest	Rate Area B Verizon	Rate Area C	
SimRing	$5.00	$5.00	$5.00	$5.00	
Remote Access to Call Forwarding	$5.00	$5.00	$5.00	$5.00	$5.00
Repeat Dialing (Automatic Recall)	$3.00	$3.00	$3.00	$3.00	
Selective Call Acceptance	$3.00	$3.00	$3.00	$3.00	
Selective Call Forwarding	$3.00	$3.00	$3.00	$3.00	
Selective Call Rejection	$3.00	$3.00	$3.00	$3.00	
Speed Calling – 30 Numbers	$3.00	$3.00	$3.00	$3.00	
Speed Calling – 8 Numbers	$ 2.00	$ 2.00	$ 2.00	$ 2.00	
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00	

Non-Recurring Charges	Rate Area A&D	Rate Area B	Rate Area C
Line Connection Charge (per line)	$24.00	$24.00	$30.00
Conversion Charge	$20.00	N/A	

Service order charges apply as described in Section 3.5 of this Product Document .

NOTE: Non-Recurring account change charges will not apply during the initial 30 day period following completion of a service order.

Optional Features:

No additional charge applies if ordered at time of service initiation. If ordered subsequent, the subsequent account change charge applies as specified in above.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.24 Business Services Basic Business Lines II

Business Services Basic Business Lines II are available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides basic access service and supply a single, voice-grade communications channel for single line telephones, key telephone systems, modems and other devices needing access to the public switched telephone network (PSTN). This service includes the following features: 3-Way Calling, Call Transfer, Caller ID Name & Number, Call Forwarding Variable, Call Forwarding Busy, Call Forwarding No Answer, and Sequential Hunting. Business Services Basic Business Line II Customers will be charged a Non-Recurring Charge (NRC), a Monthly Recurring Charge (MRC) and usage charges as specified in Section 4.1.24.3 of this Product Document as well as all applicable Federal, State and Local Taxes and Surcharges.

4.1.24.1 Standard Features

Business Services Basic Business Lines II include the following standard attributes at no cost:

Touchtone
One White Pages Directory Listing
One Yellow Pages Directory Listing
911 Access
Caller ID Blocking- Per Call
Blocking Restrictions- Business Services Basic Business Lines II come standard with all Caller Paid Service, 500 and 900 area codes blocked. The additional blocking options listed below are available upon request for no additional charge. Option group B constitutes the default Blocking Option.

Option A	No blocking
Option B	Block 976-like, 500, 976, 900 area codes
Option C	Block 976-like, 500, 976, 900, 01, 011 codes
Option D	Block 976-like, 500, 976, 900, 01, 011, DA
Option E	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International
Option F	Block 976-like, 500, 976, 900, 01, 011, DA, InterLata, International, IntraLATA
Option G	Block 976-like, 500, 976, 900, 0+
Option H	Block 976-like, 500, 976, 900, 0
Option J	Block all

4 Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.24 Business Services Basic Business Lines II (Cont'd)

4.1.24.2 Optional Features

Business Services Basic Business Line II Customers may order the following Optional Features listed below at the Rates specified in Section 4.1.24.3 of this Product Document .

Call Forward Doesn't Answer Ring Select
Call Waiting with Cancel Call Waiting
Call Forwarding of Call Waiting Calls
Speed Calling 8
Speed Calling 30
Caller ID Per Line Blocking
Distinctive Ringing/ Call Waiting
Automatic Line (Hotline)
Hunting (Circular)
Remote Access to Call Forwarding
Simultaneous Ring
Anonymous Call Rejection
Automatic Call Back
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
Message Waiting Indication- Audible
Message Waiting Indication- Visual

Due to Network Turn Up and testing requirements in all Company Switches, features listed below may not be available at time of Service Activation.

Anonymous Call Rejection
Automatic Call Back
Distinctive Ringing/Call Waiting
Selective Call Forwarding
Selective Call Acceptance
Selective Call Rejection
Automatic Recall
MWI- Visual

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.24 Business Services Basic Business Lines II (Cont'd)

4.1.24.3 Business Services Basic Business Line II Rates and Charges

Business Services Basic Business Line II Customers will be charged applicable Non-Recurring, Monthly Recurring and Usage Charges as specified below.

NRC
Business Services Basic Business Line II

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
1 Year Rate	$41.00	$41.00	$41.00	$41.00
2 Year Rate	$41.00	$41.00	$41.00	$41.00
3 Year Rate	$37.00	$41.00	$41.00	$41.00

MRC
Businesss Services Basic Business Line II

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C	Rate Area D
1 Year Rate	$71.52	$69.28	$73.76	$71.52	$71.52
2 Year Rate	$67.05	$67.05	$71.52	$67.05	$67.05
3 Year Rate	$62.58	$64.82	$67.05	$67.05	$62.58

NRC
Features

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Anonymous Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forward No Answer Ring Select	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Forwarding of Call Waiting Calls	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Call Waiting w/ Cancel Call Waiting	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Distinctive Ringing w/ Call Waiting Tone	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Automatic Line	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Hunting (Circular)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Last Call Return	$ 9.00	$ 9.00	$ 9.00	$ 9.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.24 Business Services Basic Business Lines II (Cont'd)

4.1.24.3 Business Services Basic Business Line II Rates and Charges (Cont'd)

NRC
Features

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
SimRing	$14.00	$14.00	$14.00	$14.00
Remote Access to Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Repeat Dialing (Automatic Recall)	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Acceptance	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Forwarding	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Selective Call Rejection	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 30 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Speed Calling – 8 Numbers	$ 9.00	$ 9.00	$ 9.00	$ 9.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

MRC

Features	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
Anonymous Call Rejection	$ 4.00	$ 4.00	$ 4.00	$ 4.00
Call Forward No Answer Ring Select	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Forwarding of Call Waiting Calls	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Call Waiting w/ Cancel Call Waiting	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Distinctive Ringing w/ Call Waiting Tone	$ 1.00	$ 1.00	$ 1.00	$ 1.00
Automatic Line	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Hunting (Circular)	$ 000	$ 0.00	$ 0.00	$ 0.00
Last Call Return	$ 3.00	$ 3.00	$ 3.00	$ 3.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.1 Local Exchange Service (Cont'd)

4.1.24 Business Services Basic Business Lines II (Cont'd)

4.1.24.3 Business Services Basic Business Line II Rates and Charges (Cont'd)

MRC
Features

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C & D
SimRing	$5.00	$5.00	$5.00	$5.00
Remote Access to Call Forwarding	$5.00	$5.00	$5.00	$5.00
Repeat Dialing (Automatic Recall)	$3.00	$3.00	$3.00	$3.00
Selective Call Acceptance	$3.00	$3.00	$3.00	$3.00
Selective Call Forwarding	$3.00	$3.00	$3.00	$3.00
Selective Call Rejection	$3.00	$3.00	$3.00	$3.00
Speed Calling – 30 Numbers	$3.00	$3.00	$3.00	$3.00
Speed Calling – 8 Numbers	$ 2.00	$ 2.00	$ 2.00	$ 2.00
Touchtone	$ 0.00	$ 0.00	$ 0.00	$ 0.00

Non-Recurring Charges	Rate Area A	Rate Area B	Rate Area C & D
Line Connection Charge (per line)	$24.00	$24.00	$30.00
Conversion Charge	$20.00	N/A	

Service order charges apply as described in Section 3.5 of this Product Document .

NOTE: Non-Recurring account change charges will not apply during the initial 30 day period following completion of a service order.

Optional Features: No additional charge applies if ordered at time of service initiation. If ordered subsequent, the subsequent account change charge applies as specified in above.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.2 Message Toll Service:

The Company's Interexchange Services Product Document provides a Customer with the ability to originate a call between points within different local calling areas within the State of Washington. The points between which service is furnished on a local basis are indicated by the governing rates for exchange service as indicated in Section 4.1 of this Product Document.

4.2.1 Presubscription

4.2.1.1 InterLATA Presubscription

InterLATA Presubscription is an arrangement whereby an end user may select and designate to the Company an interexchange carrier (IC) to access, without an access code, for intrastate interLATA toll calls. This IC is referred to as the end user's Primary Interexchange Carrier (PIC). The end user may select the Company as the PIC, or may select any other IC that orders originating Feature Group D Switched Access Service at the end office that serves the end user. After the end user's initial selection of a predesignated IC, for any additional change in selection a Non-Recurring charge, as set forth applies.

New end users who are served by end offices equipped with Feature Group D, will be asked to be presubscribed to an IC at the time they place an order with the Company for Exchange Access Service. There will be no additional charge for this initial selection. Customers may select either of the following options:

a) Designate an IC as a PIC and dial 10XXX or 101XXX to reach other ICs.

b) Designate that they do not want to be presubcribed to any IC and choose to dial 10XXX or 101XXX for all calls to all ICs.

Subsequent to the installation of Exchange Access Service, and after the end user's initial selection of a PIC, for any additional change in selection. This charge is billed to the end user which is the subscriber to the Exchange Access Service and applies only for selection of an IC which provide only intrastate service.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.2 Message Toll Service (Cont'd

4.2.1.2 IntraLATA Presubscription

IntraLATA Presubscription is an arrangement whereby an Exchange Service Customer of the Company may select and designate either the Company or another qualified carrier as the presubscribed carrier for "normally dialed" qualifying calls made from that Customer's Exchange Access Line. Calls qualifying for IntraLATA presubscription are intrastate intraLATA toll calls.

Only one IntraLATA PIC may be selected for a single Exchange Access Line, but that carrier need not be the same as the presubscribed interLATA carrier for that line.

4.2.1.2.1 The following categories of calls made from a Customer's line will be carried over the Company's network, notwithstanding the IntraLATA PIC selection for that line:

a) all Directory Assistance calls dialed without a carrier access code made using Directory Assistance,

b) calls to 9-1-1, or

c) calls to Information Service Providers (e.g. 976, 700, 540).

4.2.1.2.2 Furthermore, the following regulations are applicable to XO's Exchange Service Customers where IntraLATA Presubscription is applicable.

a) New Customers will be given an opportunity to select an IntraLATA PIC at the time they place an order for Exchange Access Service. If the new Customer fails to select an IntraLATA carrier, the Customer will be informed that the Customer must dial a carrier access code (10XXX or 101XXX) to complete qualifying calls until the Customer affirmatively selects the Company or another qualified intraLATA carrier.

b) Customers who have designated XO or another qualified carrier as their IntraLATA carrier may select a different carrier to carry particular qualifying calls, either by dialing 10XXX or 101XXX or other necessary carrier access codes to reach the carrier of choice.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.2 Message Toll Service (Cont'd)

4.2.1.2 IntraLATA Presubscription (Cont'd)

c) A Customer entitled to select the IntraLATA PIC may choose at any time, by oral or written notice to the Company, to "freeze" the IntraLATA PIC. A frozen IntraLATA PIC cannot be changed unless the Customer removes the freeze. A freeze on the IntraLATA PIC may be removed at any time by oral or written request from the Customer.

4.2.1.2.3 The Companywill follow the interim IntraLATA presubscription procedures described below during the IntraLATA presubscription transition period following availability in the exchange.

a) Customers will be provided a list of participating IntraLATA carriers upon request. Customers desiring additional information on participating IntraLATA carriers will be provided with the carrier's telephone number (if provided to XO by the carrier).

b) XO will investigate claims from Customers that a carrier submitted an IntraLATA presubscription PIC change request without appropriate authorization from the Customer. The Company will investigate and attempt to resolve any claims made to the Company that the carrier has made itself the IntraLATA PIC for a line without proper authority.

4.2.1.2.4 A Customer will be billed a nonrecurring charge for IntraLATA PIC changes, except as set forth below:

a) There will be no charge for an initial IntraLATA PIC change made in each exchange for ninety (90) days following the availability of IntraLATA presubscription in the exchange.

b) Subsequent to the ninety (90) day transition period, there will be no charge for an initial IntraLATA PIC change made by new service Customers during the first thirty (30) days following the availability of IntraLATA presubscription in the exchange.

4.2.1.2.5 The Non-Recurring charge for an IntraLATA PIC change is set forth in this Product Document.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.2 Message Toll Service (Cont'd)

4.2.1.3 In instances where the end user changes both the intraLATA and the interLATA PICs to the same IC on the same order, only one PIC change charge will apply, as set forth in this Product Document.

4.2.1.4 The Company will notify potential carriers sixty (60) days prior to the initial availability of presubscription in specific market areas. Carriers will have the option of participating in all market areas or in a specific market area.

4.2.1.5 Unauthorized PIC Change

If an IC requests a Primary Interexchange Carrier (PIC) change on behalf of a billed party (e.g., an end user), and the billed party subsequently denies requesting the change, and the IC is unable to substantiate the change with a letter of authorization signed by the billed party; then:

a) the billed party will be reassigned to their previously selected IC, and

b) no charge will apply to the billed party for this reassignment.

4.2.1.6 The Unauthorized Presubscription Change Charge as set forth in in this Product Document will apply to the IC that requested the unauthorized PIC change. This charge is applied in addition to the Presubscription Change Charge set for in this Product Document.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.3 Directory Assistance

Directory Assistance service provides a Customer with requested telephone numbers and/or addresses within the Customer's local calling area. Customers can reach a Directory Assistance Operator by dialing 411 or 555-1212. The Directory Assistance Operator will furnish up to three items per call or will let the Customer know if the requested information cannot be found. Customers will be charged for calls placed to Directory Assistance even when the requested information cannot be found.

	Rate Area A	Rate Area B	Rate Area C
Directory Assistance, per call	$2.25	$2.25	$2.25

4.3.1 Call Completion Feature

Customers using Company's Directory Assistance Service will have the option of completing calls through Company's Call Completion feature. At the Customer's request, the Directory Assistance Operator will connect the Customer to the requested telephone number. In addition to the per call charge for Directory Assistance listed above, Customers will be charged for duration of the completed call as follows:

1) Customers placing the call from a telephone line that is subscribed to Company local service will be charged according to Customer's current Company rate plan.

2) Customers placing a call from a telephone line that is subscribed to Company long distance service only will be charged $0.10 per minute of use for the duration of the completed call.

Other than the Directory Assistance per call charge and the applicable usage charges for the completed call, there is no additional charge for using this feature.

4.3.2 A credit will be given for calls to Directory Assistance as follows:

(a) The Customer experiences poor transmission or is cut-off during the call; or

(b) The Customer is given an incorrect telephone number.

To obtain such a credit, the Customer must notify its Customer Service representative within 48 hours of placing the call to Directory Assistance.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.4 Operator Assistance

A Customer may obtain the assistance of a local operator to complete local exchange telephone calls in the following manner. In addition to the rates specified in Section 4.1, surcharges as specified in Section 4.4.1 will apply:

Third Number Billing: Provides the Customer with the capability to charge a local call to a third number which is different from the called or calling party. The party answering at the third number has the option to refuse acceptance of the charges in advance or when queried by the operator.

Collect Calls: Provides the Customer with the capability to charge a call to the called party. On the operator announcement of a collect call, the called party has the option to refuse acceptance of charges in advance or when queried by the operator.

Person to Person: Calls completed with the assistance of an operator to a particular Station and person specified by the caller. The call may be billed to the called party.

Station to Station: Calls completed with the assistance of an operator to a particular Station. The call may be billed to the called party.

General Assistance: The Customer has the option to request general information from the operator, such as dialing instructions, country or city codes, area code information and Customer Service 800 telephone numbers, but does not request the operator to complete the call.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.4 Operator Assistance (Cont'd)

4.4.1 Automated Operator Assisted Surcharges: The following surcharges will be applied on a per call basis for both business and residential customers.

	Rate Area A	Rate Area B	Rate Area C
Third Number Billing	$0.65	$0.65	$0.65
Collect Calling	N/A	N/A	N/A
Person to Person	$2.30	$2.30	$2.30
Station to Station	$2.30	$2.30	$2.30
General Assistance	N/C	N/C	N/C

Live Operator Assisted Surcharges: The following surcharges will be applied on a per call basis for both business and residential customers.

	Rate Area A	Rate Area B	Rate Area C
Third Number Billing	$1.50	$1.50	$1.50
Collect Calling	$1.50	$1.50	$1.50
Person to Person	$3.50	$3.50	$3.50
Station to Station	$3.00	$3.00	$3.00

4.4.2 Busy Line Verification and Interrupt Service: Busy Line Verification and Interrupt Service, which is furnished where and to the extent that facilities permit, provides the Customer with the following options:

4.4.2.1 Busy Line Verification: Upon request of the calling party, the Company will determine if the line is clear or in use and report to the calling party.

4.4.2.2 Busy line Verification with Interrupt: The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

4.0 Service Descriptions – Category One Service Plans (Cont'd)

4.4 Operator Assistance (Cont'd)

4.4.2 Busy Line Verification and Interrupt Service: (Cont'd)

4.4.2.3 Rates: Rates for Busy Line Verification and Interrupt Service, as specified below, will apply under the following circumstances:

4.4.2.3.1 The operator verifies that the line is busy with a call in progress.

4.4.2.3.2 The operator verifies that the line is available for incoming calls.

4.4.2.3.3 The operator verifies that the called number is busy with a call in progress and the Customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.

	Rate Area A	Rate Area B	Rate Area C
Busy Line Verification, per request	$1.75	$1.75	$1.75
Busy Line Interrupt, per request	$2.00	$2.00	$2.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.5 Directory Listings

The Company shall arrange for the listing of the Customer's main billing telephone number in the directory(ies) published by the dominant Local Exchange Carrier in the service area at no additional charge. At a Customer's option, the Company will arrange for other types of listings and additional listings and will pass onto the Customer the charges, if any, for such listings that the dominant Local Exchange Carrier charges Company. Listings will be non-published at the specific request of the Customer.

4.5.1 The Company reserves the right to limit the length of any listing in the directory by the use of abbreviations when, in its judgment, the clearness of the listing or the identification of the Customer is not impaired thereby. When more than one line is required to properly list the Customer, no additional charge is made.

4.5.2 The Company may refuse a listing which is known not to constitute a legally authorized or adopted name, contains obscenities in the name, or any listing which, in the opinion of the Company, is likely to mislead or deceive calling persons as to the identity of the listed party, or is a contrived name used for advertising purposes or to secure a preferential position in the directory or is more elaborate than is reasonably necessary to identify the listed party. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

4.5.3 Each listing must be designated Government, Business, or Residence to be placed in the appropriate section of the directory. In order to aid the user of the directory, and to avoid misleading or deceiving the calling party as to the identity of the listed party, only business listings may be placed in the Business Section and only residential listings in the Residential Section. The Company, upon notification to the Customer, will withdraw any listing which is found to be in violation of its rules with respect thereto.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.5 Directory Listings (Cont'd)

4.5.4 In order for listing to appear in an upcoming directory, the Customer must furnish the listing to the Company in time to meet the directory publishing schedule.

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

4.5.5.1 Primary Listing: A primary listing contains the name of the Customer, or the name under which a business is regularly conducted, as well as the address and telephone number of the Customer.

4.5.5.2 Additional Listings: In connection with local exchange service, additional listings are available only in the name of Authorized Users of the Customer's service, as defined herein. Rates for additional listings are specified in Section 4.5.5.8 and 4.5.5.9.

4.5.5.3 Nonpublished Listings: Listings that are not printed in directories nor available from Directory Assistance.

A Nonpublished Telephone Service will be furnished, at the Customer's request providing the omission or deletion of the Customer's telephone listing from the telephone directory and, in addition, the Customer's telephone listing will be omitted or deleted from the directory assistance records, subject to the provisions set forth in Section 2.1.4. Rates for Nonpublished Listings are specified in Sections 4.5.5.8 and 4.5.5.9.

4.5.5.4 Nonlisted Numbers: A Nonlisted number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records will be given to any calling party. Rates for Nonlisted Numbers are specified in Sections 4.5.5.8 and 4.5.5.9.

4.5.5.5 Foreign Listings: Where available, a listing in a phone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the Product Document published by the specific exchange carrier providing the Foreign Listings.

4.5.5.6 Alternate Call Listings: Where available, a listing which references a telephone number which is not the primary listing for the Customer. The Customer must provide written verification that the alternate telephone number is authorized to accept calls.

4.5.5.7 Reference Listing: A listing including additional telephone numbers of the same or another Customer to be called in the event there is not an answer from the Customer's telephone. Charges for reference listings are specified in Section 4.5.5.8 and 4.5.5.9.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.5 Directory Listings (Cont'd)

4.5.5.8 Non-Recurring Charges:

	Per Listing or Per Number Charge	
	Verizon Areas	Qwest Areas
Primary Listing	$N/C	$N/C
Additional Listing	$5.00	$5.00
Directory Line Info.	$5.00	$5.00
Non-Listed Number	$N/C	$5.00
Non-Published Number	$N/C	$5.00
Foreign Listing	$5.00	$5.00
Reference Listing	$5.00	$5.00

4.5.5.9 Recurring Charges: Monthly Recurring Charges associated with Directory Listings are as follows:

	Per Listing or Per Number Charge	
	Verizon Areas	Qwest Areas
Primary Listing	$N/C	$N/C
Additional Listing	$5.25	$5.25
Directory Line Info.	$5.25	$5.25
Non-Listed Number	$5.25	$0.74
Non-Published Number	$6.30	$6.30
Foreign Listings	$5.25	$5.25
Reference Listings	$5.25	$5.25

4.5.5.10 Residential Basic/Enhanced Directory Listing Fees

Monthly Recurring Charges associated with Directory Listings are as follows:

	Per Listing
Primary Listing	$0.00
Additional Listing	$1.00
Non-Listed Number	$1.00
Non-Published Number	$1.50

Per Listing

Charge for adding or changing Primary Listing after establishment of telephone service: $12.00

Charge for adding or changing Non-Listed or Non-Published status after establishment of telephone service: $15.00

4.6 Vanity Telephone Numbers: At the request of the Customer, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth in Section 2.1.3. There will be no charge for Vanity Telephone Numbers.

4.0 Service Descriptions – Category One Service Plans (Cont'd)

4.7 Washington Telephone Assistance Program (WTAP)

4.7.1 Description

The WTAP is designed to help low income households afford access to local exchange telephone service. The program is only available to customers who meet eligibility requirements established by statute.

4.7.2 Terms and Conditions

Certain qualifying residential customers are eligible for service under the WTAP. See appropriate sections of the Washington Administrative Code (WAC) 480-122. If eligible, the program included the following:

a) A $9.25 statewide rate for the lowest available grade of residential flat rate service. Where available, single-party service shall qualify as lowest available flat rate for persons otherwise eligible, who are sixty years of age or older, or who receive medical assistance. This condition is in accordance with WAC 480-122.

b) A waiver of any deposit for local service;

c) A 50% reduction in the installation charges associated with installing the access line.

4. Service Descriptions – Category One Service Plans (Cont'd)

4.8 Intercept and Number Referral Service

(A) Intercept

Is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides the status of the telephone service. Intercept Service is available for published numbers and DIDs free of charge for the first 90 days of use. Intercept Service for published numbers in place longer than 90 days will be charged as outlined below. Intercept Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

(B) Number Referral Service

Is an optional service employed after telephone service has been disconnected, whereby an automated system repeats the called number and provides callers with the new number. Number Referral Service is available for published numbers free of charge for the first 90 days of use. Number Referral Service for published numbers in place longer than 90 days will be charged as outlined below. Number Referral Service for unpublished numbers will be charged as outlined below from the start of the Number Referral Service.

Duration	Non-recurring Charge
1 month:	$10.00
2 months:	$20.00
3 months:	$30.00
6 months:	$45.00
9 months:	$55.00
12 months:	$65.00

4. Service Descriptions – Category One Service Plans (Cont'd)

4.9 Satisfaction Guarantee

XO is offering the following Satisfaction Guarantee to new customers purchasing services offered in thisProduct Document that meet the requirements below. This offer is available to a New Customer, which is defined as a Customer who has not subscribed to any XO service during the one year period prior to subscribing to new XO service. Pursuant to this offering, a New Customer may cancel its new Service, without incurring contractual penalties, within three (3) months of the Service installation date if the New Customer is not completely satisfied with the Services provided by XO. (A month is equal to 30 calendar days.) In order to be eligible for this offering, a New Customer must not have received telecommunications service from another Service Provider at the location to which the new XO services are provided, or the New Customer must switch back to the Service Provider that provided New Customer's telecommunications service prior to New Customer subscribing to the new XO service.

New Customer must notify XO, in writing (via certified or overnight delivery with signature) with the XO claim form no later than three (3) months from the date of Service installation and before contacting their previous provider, of its intent to discontinue the Services. New Customer must allow XO a minimum of 30 days from the day of New Customer's notice, for the cancellation of the Services, including re-connection to the original Service Provider. After receipt of New Customer's timely notice, XO, in conjunction with the termination of New Customer's Service, will waive any applicable contract termination charges.

XO also will reimburse the New Customer for any installation charges incurred by New Customer to restore the New Customer to its previous Service Provider at the identical level and type of service provided by the previous Service Provider at the same customer location. In order to receive the reimbursement, the New Customer must, within (3) months of the installation date, provide XO with the following: (1) the XO reimbursement form; (2) a copy of the invoice from the other Service Provider posting the non-recurring charges for restoring New Customer's service to the other Service Provider; and (3) a copy of the last invoice that the New Customer had received from the other Service Provider prior to switching to XO, if applicable.

If New Customer previously did not have a provider other than XO at the location to which the Services are provided, or if the previous Service Provider will not or cannot provide the identical level and type of service previously provided to New Customer, XO will reimburse New Customer any initial XO installation charges New Customer incurred in conjunction with the installation of Service. All reimbursements will be in the form of a check. Credits will not be given.

XO is not liable for any outage or inconvenience to New Customer relating to restoring the New Customer to its previous Service Provider. The New Customer is responsible to pay XO for all charges for XO new Service provided to the New Customer through and including the date of Service termination prior to receiving reimbursement from XO.

4.0 Service Descriptions – Category One Service Plans (Cont'd)

4.9 Satisfaction Guarantee (Cont'd)

Except as provided below, this offering is not available to customers receiving non-standard pricing, non-standard products, or non-standard terms and conditions (e.g., individual case basis prices, products, or terms and conditions), or customers for whom XO performed Special Construction or Special Configurations. Special Construction is defined in Section 1 of this Product Document. Special Configuration refers to the situation in which a customer's service connection is established through a non standard network architecture design.

4.10 Reserved for Future Use

4.11 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

Format	Rate Per Invoice
Electronic	$10.00
CSV/CD of CDR	$25.00

4.12 Supplemental Change Charge

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

	NON-RECURRING CHARGES		
	Timeframe of Change Request		
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to $500.99	$0.00	$100.00	$200.00
$501.00 to $2,000.99	$0.00	$200.00	$350.00
$2,001.00 and Up	$0.00	$300.00	$500.00

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional, charges may also apply as outlined in Section 2.1.7.

4.0 Service Descriptions – Category One Service Plans (Cont'd)

4.13 Reserved for Future Use

4.14 Service Extension Charge

A Service Extension Charge will be assessed when a customer requests and XO agrees to provide services at a location beyond XO's demarcation point. This non-recurring charge will be applied to the first and each additional circuit as outlined below:

	NON-RECURRING CHARGES	
Type of Circuit	**First Circuit**	**Each Additional Circuit**
Less Than or Equal to a DS1 (1.544 Mbps)	$ 325.00	$ 80.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	$ 550.00	$ 550.00

4.15 Administrative Service Fee

The Administrative Service Fee is being assessed to help recover expenses associated with administration and system support costs associated with providing and improving quality of customer service. The Administrative Service Fee will be assessed at 3.5 percent of customer's total Monthly Recurring Charges.

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. Effective May 8, 2020, services for Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities) are no longer available to new customers. Moves, additions, or changes will no longer be permitted for existing customers. (N) (N)

5. EMERGENCY TELEPHONE SERVICES

5.1 Enhanced 911 (E911)

Enhanced 911 allows a telephone user to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the telephone user's address and telephone information will be displayed to the primary E911 provider for display at the Public Service Answering Point (PSAP). E911 charges are assessed on each access line.

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4.

5.2 Emergency Systems Service

Emergency Systems Service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. The determination of the public safety agencies which participate in a 911 service and the control and staffing of the emergency report center shall be the responsibility of the subscriber; provided, however, that at least one of the participating public safety agencies shall be a law enforcement agency. The service is furnished with the understanding that the subscriber shall provide assistance on all emergency calls from the public, or secure or attempt to secure the assistance of the appropriate serving agency.

This service is furnished for receipt of incoming calls only. The Company will recommend to the subscriber adequate trunking and equipment for the service. A sufficient number of lines and sufficient answering equipment should be subscribed for in order to adequately handle the incoming calls. Sufficient personnel should be provided by the subscriber to adequately handle the incoming calls 24 hours a day.

5.2.1 Conditions of Furnishing Service

The furnishing of this service shall not create any liability, direct or indirect, to any person who dials the number 911, or for whose benefit the number 911 is dialed. The Company's liability in furnishing service is set forth in Section 2.1.4.

Other exchange service shall be subscribed for at the same location as the emergency report center for administrative purposes, for the placing of outgoing calls, and for receiving emergency calls relayed by the operator.

5. EMERGENCY TELEPHONE SERVICES (Cont'd)

5.3 Private Switch/ Automatic Location Identification (PS/ALI)

Private Switch / Automatic Location Identification (PS/ALI) is an Enhanced 911 (E911) service offering which allows a private telephone switch, Private Branch Exchange (PBX), or other telephone service switch located on the customer premises to send Automatic Number Identification (ANI) information to the Enhanced 911 database identifying the individual station line to the appropriate Public Service Answering Point (PSAP). PS/ALI is also available via Centrex and ISDN-PRI.

The PS/ALI service is only available to multi-tenant customers and to customers in a campus environment.

The PS/ALI system enables the Customer to interface with a third party vendor's (Vendor), software, which updates an E911 database. Through the interface, the customer is able to enter and update the specific address and location of each extension or station. Communication between the Customer's computer system running PS/ALI and the Vendor is initiated by the Customer and occurs through the Internet.

5.3.1 Restrictions: Customer must sign a minimum one (1) year term contract. The PS/ALI customer must subscribe to Company's local voice service for which it is requesting a PS/ALI license. PS/ALI is not sold as a stand-alone product. Should the Customer terminate Company's local voice service, PS/ALI shall also be terminated. The Customer shall be subject to early termination penalties.

5.3.2 Pricing: Prices below do not include Federal, State or Local Taxes or Surcharges. Customer's initial load file included in installation charge.

	NRC* (Installation)	**MRC***	NRC** (Installation)	MRC**
Up to 1,000 station records per Customer.	$4,375.00	$210.00 per 1,000 records (or fraction thereof)	$0.00	$630.00 per 1,000 records (or fraction thereof)
1,001- 4,000 station records per Customer	$4,700	$183.75 per 1,000 records (or fraction thereof)	$0.00	$577.50 per 1,000 records (or fraction thereof)
4,001 or more station records per Customer	$5,400	$157.50 per 1,000 records (or fraction thereof)	$0.00	$525.00 per 1,000 records (or fraction thereof)
License fee for each additional load file.	$600.00		$600.00	

* Effective January 1, 2016, these rates will be available to current customers.
** Effective January 1, 2016, these rates will be available to new customers.

5 EMERGENCY TELEPHONE SERVICES(Cont'd)

Private Switch/ Automatic Location Identification (PS/ALI), (Cont'd)

Requirements

(a) The Customer must indicate in writing that the Customer has agreed to any potential changes in calling patterns or volumes resulting from the implementation of PS/ALI.

(b) Service availability is dependent upon the availability of facilities and the type and configuration of the 911 system in place for the service area.

(c) The Customer must provide a single point of contact and written documentation to the Company stating that the Customer or its affected PSAPs will:

- Accept and dispatch calls for those PBX stations,
- Assign appropriate Emergency Service Numbers, and
- Provide any Master Street Address Guide additions or modifications that are required.

(d) Customer will provide full ten-digit ANI for every station or extension within the private switch. This information must be approved by the Company prior to implementation to assure that no conflict exists between the PBX numbering plan and the Company's overall numbering plan.

(e) PBX ANI multifrequency signaling must conform to the Company's and Company's Vendor's specifications for Private Switch/Automatic Location Identification Service Network Interface Specification.

(f) Customer will create, maintain and forward to the Vendor, current telephone number and address data in the format specified by the Vendor at the time intervals mutually agreed upon by the Vendor and the Customer.

(g) The Customer is responsible for maintaining the accuracy of the data (i.e., if a station is relocated within the subscriber premises, the subscriber needs to download a new record with this information).

(h) Private Switch/Automatic Location Identification Service does not include, and the Company does not undertake, extraordinary tasks of inspection or constant monitoring to discover errors, defects or malfunctions in the subscriber's data management system/process. The Customer has the responsibility for reporting all errors, defects and malfunctions to the Company.

(i) This service is offered solely as an aid in handling assistance calls in connection with fire, police and other emergencies and does not create any relationship or obligation, direct or indirect, to any person other than the Customer contracting for Private Switch/Automatic Location Identification Service. The provision of Private Switch/Automatic Location Identification 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.

5. EMERGENCY TELEPHONE SERVICES(Cont'd)

5.3 Private Switch/ Automatic Location Identification (PS/ALI), (Cont'd)

5.3.3 Requirements, (Cont'd)

(j) The Customer must supply the Company's Vendor with the initial telephone number-to-address data as well as periodic updates. The PBX must utilize Direct Inward Dial (DID) numbers.

(k) The Customer will configure any private switch which it owns or operates so that it connects to at least two dedicated voice grade trunks, recognizing the "911" or "9911" code as a complete dialing sequence and routing those calls to this dedicated trunk group without overflowing calls to any other access facility in the private switch. Each system must maintain a P.01 Grade of Service or better for 911 call processing.

(l) The Customer will develop and implement methods and procedures to prevent the use or misuse of the voice grade trunks for any use other than E911 telecommunications service. Misuse or abuse of the E911 PS/ALI trunk may result in disconnection of the service in addition to any remedies at law or equity including reimbursement of charges or other expenses associated with the misuse or abuse.

(m) The Customer shall use the required computer hardware and software provided by the Vendor for ongoing customer record update programs and processes.

(n) The Company's liability in furnishing this service is further set forth in Section 2.1.4 of this Product Document . Each Customer agrees to release, indemnify, defend and hold harmless the Company from any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party 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, or for any infringement or invasion of the right of privacy of any person or persons, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, location or use of Private Switch/Automatic Location Identification Service features and the equipment associated therewith, or by any services which are or may be furnished by the Company in connection therewith, including but not limited to the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing 911 services using Private Switch/Automatic Location Identification Service hereunder, and which arise out of the negligence or other wrongful act of the Company, the Customer, its user agencies or municipalities or employees or agents of any one of them.

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

6. Promotional Offerings

The Company, from time to time, may make promotional offerings of its services which may include waiving or reducing the applicable charges for the promoted service. The promotional offerings may be limited as to the duration, the date and times of the offerings and the locations where the offerings are made. Promotions will be filed with the Commission for approval on ten day's notice.

6.1 On-Going Promotions

6.3.1 New local service Customers who are currently in a multi-year agreement with another provider and enter into a term agreement of at least two years with XO may be eligible for a waiver of non-recurring charges. This promotion will be developed on a case by case basis (ICB) and will be offered to the Customer in writing on a non-discriminatory basis.

6.2 Three Free Month Promotion

Beginning April 28, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit one month of Customer's Monthly Recurring Charges for each year of its new commitment on the following Category One products: ISDN PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credited month of service will be applied as follows:

Commitment	Credited Months of Service
2 Year Term	13th and 25th Month
3 Year Term	13th, 25th, and 37th Month

The credited month is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited month(s) will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

6.3 XO Half Off the MRC Promotion

Beginning April 28, 2007 and ending September 30, 2007, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit 50% off of the Customer's monthly recurring charges for the first three full invoice cycles from activation date on the following Category One products: ISDN-PRI, Full Switched Digital T-1 Service, and XOptions (7, 13, 15, & 16).

The credit is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited months will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

6. Promotional Offerings (Cont'd)

6.4 Small Business Services Rate Stabilization Promotion

Beginning July 15, 2010 and ending August 1, 2010; XO will offer to current Small Business Services' customers the following promotion: stabilization of rates. Small Business Services' customers will maintain their rates that were in effect on July 14, 2010. This promotion will continue while customer maintains its current service on its current account with its current level of service. Small Business Services customers who change their service or term of service will no longer receive the benefits of this promotion. This promotion is not transferable or assignable.

6.5 Small Business Services Administrative Service Charge Promotion

Beginning October 1, 2011 and October 15, 2011, XO will offer to its Small Business Services customers a discounted Administrative Service Charge rate of $7.50 per month. This discounted rate will be offered to these customers until May 31, 2012. At the expiration of this promotion, these customers will receive Administration Service Charge at an undiscounted rate. This promotion will continue while the customer maintains its current account at its current level of service. This promotion is not transferable or assignable.

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

7. Trial Service Offering (TSO)

In the normal course of business the Company, at its discretion, may elect to offer certain services to Customer on a "trial basis". These trial offerings do not obligate the Company to continue the trial beyond a stated period or to offer said service as a general Product Document offering in the future.

7.1 XO Integrated Access Service

XO Integrated Access Service is a bundled service offering offered as a TSO from June 1, 2000 through October 15, 2000 that requires the Customer to purchase, at the same customer location, local exchange service, message toll service and Internet services from the Company. A single DS-1 to the Customer's premises is the standard service configuration. In order to get the following pricing for this service the Customer must purchase a minimum of 10 local exchange lines or channels/trunks. Furthermore, the Customer must enter a service order for Integrated Access Service specifying a minimum term of not less than twelve months. The Non-Recurring and Monthly Recurring charges are specified in Sections 7.1.3 and 7.1.4 below.

7. Trial Service Offering (TSO) (Cont'd)

7.1 XO Integrated Access Service (Cont'd)

7.1.1 Standard Features:

Integrated Access Service includes the following standard features at no additional charge:

Call Forward Variable
Call Forward Busy
Call Forward No Answer
Speed Calling
Call Waiting
Touchtone
3 Way Calling

7.1.2 Optional Features

An Integrated Access Service Customer may order optional features at standard rates specified in this Product Document.

7.1.3 Non-Recurring Charges

For initial installation of XO Integrated Access Service over a single DS-1,Customers will pay a non-recurring installation charge specified below. If a customer chooses to add additional local exchange lines or channels/trunks after installation of the initial service, the Company's non-recurring installation charges for local exchange service will apply. Installation for those Customers that purchase greater than one DS-1 will be done on an Individual Case Basis.

Single DS1	$999.00
Capacity Exceeding DS1	ICB

Monthly Recurring Charges

Per Line:	
Basic Line	$ 23.18
Per Trunk:	
DID	$ 22.36
DOD	$ 40.57
Two-Way Trunks	$ 22.36

7.1.5 Local Usage

Local Usage is included in the flat monthly charge for XO Integrated Access Service.

Enhanced Integrated Feature

XO Integrated Access Service Customer's can order, as an option, the Enhanced Integrated Feature at the monthly recurring rate specified in Section 7.1.6.2 below. The Enhanced Integrated Feature is only offered to Customers at the time XO Integrated Access Service is initially ordered.

7. Trial Service Offering (TSO) (Cont'd)

7.1 XO Integrated Access Service (Cont'd)

7.1.6 Enhanced Integrated Feature (Cont'd)

7.1.6.1 Standard Features

The following features are included in the Enhanced Integrated Feature at no additional charge:

Abbreviated Dialing (3 or 4 digit)
Call Hold
Call Pickup
Call Transfer
Voice Mail
Message Waiting
All other features are available at the Product Document rate.

7.1.6.2 Monthly Recurring Charges

MRC = $6.95

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Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

8. Individual Case Basis (ICB) Arrangements: Arrangements will be developed on a case-by-case basis in response to a bonafide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this Product Document. Rates quoted in response to such competitive requests may be different than those specified for such service in this Product Document. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

9. Obsolete or Discontinued Offerings

9.1 Integrated Services Digital Network (ISDN):

ISDN supports the simultaneous use of voice and data over the same access line. XO ISDN is available as a Basic Rate Interface (BRI) service and a Primary Rate Interface (PRI). Customer Premises Equipment that is compatible with the ISDN interface is the responsibility of the Customer. ISDN BRI and PRI is subject to the availability of Company facilities.

9.1.1 Primary Rate Interface (PRI)

The ISDN Primary Rate Interface (PRI) is the equivalent of a DS-1 that provides 23 B channels for transmission of speeds up to 1.472 MBPS, and 1 signaling D channel at speeds up to 64 KBPS used for call set-up and release.

Primary Rate Interface (PRI) Basic

PRI Basic provides 23 B channels that allow data transmission speeds up to 1.472 MBPS, and 1 signaling D channel at speeds up to 64 KBPS used for call set-up and release. The PRI Basic restricts the subscriber from placing out-bound calls, this is an inbound service. The PRI Basic includes the following features:

Caller ID Number Only

9. Obsolete or Discontinued Offerings (Cont'd)

9.1 Integrated Services Digital Network (ISDN) (Cont'd)

9.1.1 Primary Rate Interface (PRI) (Cont'd)

Primary Rate Interface (PRI) Enhanced

PRI Enhanced provides 23 B channels that allow for voice and data transmission speeds up to 1.472 MBPS, and 1 signaling D channel at speeds up to 64 KBPS used for call set-up and release. The PRI Enhanced allows for both inbound and outbound call completion. The PRI Enhanced includes the following features:

Caller ID Number Only
Touchstone
Presubscription

9.1.1.3 Primary Rate Interface (PRI) Basic Quantity

PRI Basic Quantity has the same features and functionality as that of PRI Basic. PRI basic Quantity requires that the customer order a minimum of 15 DS1 equivalents at a single location.

9.1.1.4 Primary Rate Interface (PRI) Enhanced Quantity

PRI Enhanced Quantity has the same features and functionality as that of PRI Enhanced. PRI enhanced Quantity requires that the customer order a minimum of 15 DS1 equivalents at a single location.

9. Obsolete or Discontinued Offerings (Cont'd)

9.1 Integrated Services Digital Network (ISDN) (Cont'd)

9.1.1 Primary Rate Interface (PRI) (Cont'd)

9.1.1.5 Primary Rate Interface (PRI) Rates and Charges:

PRI Basic Non-recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Basic	Rate Area A	Rate Area B	Rate Area C
Month-to-Month	$ 600.00	$500.00	$500.00
1-Year	$ 600.00	$500.00	$500.00
2-Year	$ 600.00	$500.00	$500.00
3-Year	$ 600.00	$500.00	$500.00
5-Year	$ 600.00	$500.00	N/A

PRI Basic Recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Basic	Rate Area A	Rate Area B	Rate AreaC
Month-to-Month	$ 977.97	$1,102.50	$1,050.00
1-Year	$ 913.99	$1,014.30	$997.50
2-Year	$ 854.20	$981.23	$945.00
3-Year	$ 798.32	$948.15	$892.50
5-Year	$ 746.09	$870.98	N/A

PRI Enhanced Non-recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Enhanced	Rate Area A	Rate Area B	Rate Area C
Month-to-Month	$600.00	n/a	$500.00
1-Year	$600.00	n/a	$500.00
2-Year	$600.00	n/a	$500.00
3-Year	$600.00	n/a	$500.00
5-Year	$600.00	n/a	n/a

9. Obsolete or Discontinued Offerings (Cont'd)

9.1 Integrated Services Digital Network (ISDN) (Cont'd)

9.1.1 Primary Rate Interface (PRI) (Cont'd)

9.1.1.5 Primary Rate Interface (PRI) Rates and Charges:

PRI Enhanced Recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Enhanced	Rate Area A	Rate Area B	Rate Area C
Month-to-Month	1.173.56	n/a	$1,050.00
1-Year	$1,096.79	n/a	$997.50
2-Year	$1,025.03	n/a	$945.00
3-Year	$957.98	n/a	$892.50
5-Year	$895.30	n/a	n/a

PRI Basic Quantity Non-recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Basic Rate	Area A Rate	Area B Rate
Month-to-Month	$600.00	n/a
1-Year	$600.00	n/a
2-Year	$600.00	n/a
3-Year	$600.00	n/a
4-Year	$600.00	n/a
5-Year	$600.00	n/a

PRI Basic Quantity Monthly Recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Basic	Rate Area A	Rate Area B
Month-to-Month	$849.81	n/a
1-Year	$794.21	n/a
2-Year	$742.26	n/a
3-Year	$693.69	n/a
5-Year	$648.31	n/a

9. Obsolete or Discontinued Offerings (Cont'd)

9.1 Integrated Services Digital Network (ISDN) (Cont'd)

9.1.1 Primary Rate Interface (PRI) (Cont'd)

Primary Rate Interface (PRI) Rates and Charges:

PRI Enhanced Quantity Non-recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Enhanced	Rate Area A	Rate Area B
Month-to-Month	$600.00	n/a
1-Year	$600.00	n/a
2-Year	$600.00	n/a
3-Year	$600.00	n/a
5-Year	$600.00	n/a

PRI Enhanced Quantity Monthly Recurring Charges
In order to qualify for the month-to-month rate, Customer must be an existing Customer of XO PRI services for at least one year.

PRI Enhanced	Rate Area A	Rate Area B
Month-to-Month	$1,019.77	n/a
1-Year	$953.05	n/a
2-Year	$890.70	n/a
3-Year	$832.43	n/a
5-Year	$777.98	n/a

9.2 Local Trunk

9.2.1 Local Trunk Rates and Charges

9.2.1.1 Monthly Recurring Charges

Analog Two Way - Rate Area B

	M/M	1 Year	2 Year	3 Year	5 Year
Trunk Charge	$19.66	$17.50	$16.69	$15.88	$13.99

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service: Dial Tone Service provides the Customer with a single, voice-grade communications channel. Each Dial Tone Service will include a telephone number.

9.3.1 Dial Tone Service is available in the following offerings:

XO Dial Tone Service:

Dial Tone service includes the following standard features at no additional charge:

Standard Features:
Touchtone
Presubscription
Call Forward, Variable
Call Forward, No Answer
Call Forward, Busy
Calling Number Delivery Blocking (Per Call)
Call Transfer, Consultation, and Conference
Conference Call
Three Way Hunting

9.3.1.2 XO Small Business Package:

The XO Small Business Package provides one Standard Voice Mail and a One Line Directory Listing per Customer. The standard features identified in section 9.3.1.2.1 are provided at no additional charge when the initial order is placed by the Customer. Customers purchasing the Small Business Package must also purchase XO Long Distance Service. A minimum of 4 (four) lines will be required for all initial orders of this service. Recurring and Non-Recurring rates specified in Section 9.3.2.

Standard Features

Call Forward Variable
Call Forward Busy
Call Forward No Answer
Hunting
Call Transfer
Three-way
Conferencing
Caller Identification Number Only

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.1 Dial Tone Service is available in the following offerings(Cont'd)

9.3.1.2 XO Small Business Package (Cont'd)

Standard Features (Cont'd)

Speed Calling 30 Numbers
Anonymous Call Rejection
Call Hold
Call Pickup
Call Waiting
Call Waiting
Cancel Message Waiting (audible or visible)
Call Blocking
One Call Unblock

Optional Features:

XO Dial Tone and Small Business Package Customers may order, in addition to the standard features included in each service, the following optional features, at the rates specified in Section 9.3.2.

Calling Number Delivery
Calling Name and Number Delivery
Calling Number Delivery Blocking (Per Line)
Call Waiting
Call Waiting - Cancel
Speed Dialing – 8 Numbers
Call Rejection
Caller ID Number
Distinctive Ringing

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.1 Dial Tone Service is available in the following offerings:

9.3.1.3 Centrex Business Line Service:

Centrex Business Line Service provides the Customer with a single, voice-grade communications channel and the standard features identified in Section 9.3.1.3.1 at no additional charge. Each circuit will include a telephone number. Recurring and Non-Recurring Rates are specified below.

9.3.1.3.1 Standard Features

Call Forwarding
Call Forwarding – Variable, Busy, No Answer
Call Hold
Call Park
Call Pickup
Call Transfer
Call Waiting
Call Waiting – Cancel
Six – Way Conferencing
Direct Inward Dialing
Direct Outward Dialing
Hunting (Circular or Sequential)
Four Digit Calling
Speed Call – Long List
Service Restrictions (900/976, Internal Only, Deny Toll, Deny International, LIDB Restrictions)
No Tie Line Costs to Address Multi-location Opportunities

9.3.1.3.2 Optional Features: A Centrex Business Line Customer may order, in addition to the standard features, the following optional features at the rates specified below.

Caller ID w/Name and Number
Message Waiting Indicator
Automatic Line
Music On Hold
Night Service
Distinctive Ringing
Multiple Appearance Directory Numbers
Uniform Call Distribution
Software Numbers
Call Forwarding Remote Access
Automatic Route Selection
Line Blocking
Reserved Numbers

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.2 Dial Tone Rates and Charges (Cont'd)

9.3.2.1 Monthly Recurring Charges - Rate Area A

Dial Tone Line	M/M
1-4 access lines	$25.79
5+ access lines	$27.89

The proceeding services are grandfathered after 6/1/98.

Dial Tone Line	M/M	1 Year	2 Years	3 Years	5 Years
1-19 Access Lines	$71.52	$71.52	$67.05	$59.60	$62.58
20+ Access Lines	$71.52	$71.52	$62.58	$59.60	$62.58

Monthly Recurriung Charges – Rate Area B

	M/M	1 Year	2 Years	3 Years	5 Years
Dial Tone Line	$69.28	$67.05	$67.05	$61.73	$64.82

9.3.2.3 Monthly Recurring Charges – Rate Area C

	M/M	1 Year	2 Years	3 Years	5 Years
Dial Tone Line	$36.75	$34.91	$33.08	$31.24	N/A

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.2 Dial Tone Rates and Charges (Cont'd)

Monthly Recurring Optional Feature Charges:

Feature	Rate Area A	Rate Area B	Rate Area C
Calling Number Delivery	$7.50	$7.50	
Calling Name/Number Delivery	$7.95	$6.00	$6.00
Calling Number Delivery Blocking, Per Line	$0.00	$0.00	N/A
Call Waiting	$2.25	$2.25	$2.00
Call Waiting - Cancel	$2.25	$2.25	
Speed Dial – 8 Numbers	$2.25	$3.00	$2.50
Call Rejection	$4.50	$4.50	$3.00
Caller ID Number	$7.50	$5.00	$5.25
Distinctive Ringing	$5.00	$5.00	$3.00
6-Way Conferencing	N/A	N/A	$4.50
Speed Dial – 30 Numbers	N/A	N/A	$4.50
Call Forward Remote Access	N/A	N/A	$6.45
RCP Per Path	N/A	N/A	$18.00
Call Return (*69)	N/A	N/A	$3.00
Repeat Dialing (Automatic Recall)	N/A	N/A	$3.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.3 Small Business Package Rates and Charges

Monthly Recurring & Non-Recurring Charges - Rate Area A

Contract Term	MRC	NRC	LD Outbound	LD Inbound
1-Year	$68.11	$24.00	*	*
2-Year	$63.86	$24.00	*	*
3-Year	$59.60	$24.00	*	*
5-Year	$59.60	$24.00	*	*

*See XO Communications Services, LLC Interexchange Services Product Document.

Monthly Recurring & Non-Recurring Charges - Rate Area B

Service Package is currently not available in this service territory
.

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.4 Centrex Business Line Rates and Charges

9.3.4.1 Non- recurring Charges – Rate Area A

Service Package is currently not available in this service territory.

9.3.4.2 Non-Recurring Charges – Rate Area B

Contract Term	NRC
Month-to-Month	$24.00
1-Year	$24.00
2-Year	$24.00
3-Year	$24.00
5-Year	$24.00

9.3.4.3 Non-Recurring Charges – Rate Area C

Contract Term	NRC
Month-to-Month	$30.00
1-Year	$30.00
2-Year	$30.00
3-Year	$30.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.4 Centrex Business Line Rates and Charges (Cont'd)

9.3.4.4 Optional Features

Optional Features	Rate Center B NRC	Rate Center C NRC
Caller ID w/ Name & Number	$10.00	N/C
Message Waiting Indicator	$10.00	N/C
Automatic Line	$10.00	N/C
Night Service	$10.00	N/C
Distinctive Ringing	$10.00	N/C
Multiple App. Dir. No.	$10.00	N/C
Uniform Call Distribution	$250.00	N/C
Software Numbers	$10.00	N/C
Call Forwarding Remote Access	$15.00	$10.00
Automatic Route Selection	$50.00	N/C
Line Blocking	$10.00	N/C
Reserved Numbering	$1.00	N/C

9. Obsolete or Discontinued Offerings (Cont'd)

9.3 Dial Tone Service (Cont'd)

9.3.4 Centrex Business Line Rates and Charges (Cont'd)

9.3.4.5 Monthly Recurring Charges – Rate Area A

Service Package is currently not available in this service territory.

9.3.4.6 Monthly Recurring Charges – Rate Area B

Contract Term	MRC
Month-to-Month	$21.27
1-Year	$18.96
2-Year	$18.09
3-Year	$17.21
5-Year	$15.19

9.3.4.7 Monthly Recurring Charges – Rate Area C

Contract Term	MRC
Month-to-Month	$40.95
1-Year	$38.90
2-Year	$36.86
3-Year	$34.81

9.3.4.8 Optional Features

	Rate Area B MRC	Rate Area C MRC
Caller ID w/ Name & Number	$7.95	$6.00
Message Waiting Indicator	$1.00	
Automatic Line		
Night Service		
Distinctive Ringing		$3.00
Multiple App. Dir. No.		
Uniform Call Distribution	$3.50	
Software Numbers	$1.00	
Call Forwarding Remote Access	$4.95	$6.45
Automatic Route Selection	$1.50	
Line Blocking	$2.00	
Reserved Numbering	$0.15	
Caller ID Number		$5.25
Conference Calling 6-Way		$4.50
Call Rejection		$3.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk: Local Trunk(s) provide Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

9.4.1 Basic Analog Trunk: A Basic Analog Local Trunk can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

9.4.1.1 One-Way Outbound: Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

9.4.1.2 One-Way Inbound or Two-Way: Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

9.4.1.2.1 Features: The following features are available:

Hunting
Touch Tone (applies only to DOD)
Presubscription
One Directory Listing (per trunk)

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.1 Basic Analog Trunk (Cont'd)

9.4.1.3 Basic Analog Trunk Rates and Charges: A Basic Analog Local Trunk Customer will be charged applicable Non-Recurring Charges, monthly Recurring Charges and usage charges as specified in Sections 9.4.1.3.1, 9.4.1.3.2 and 9.4.1.3.3 respectively.

9.4.1.3.1 Non-Recurring Charges

	Rate Area A	Rate Area B	Rate Area C
Line Connection Charge (per Trunk)	$50.00	$24.00	$65.00
Conversion Charge	$20.00	$20.00	$47.50
Service order charges apply as described in Section 3.5 of this Product Document .			
Unauthorized Presubscription Change Charge	$30.00	$30.00	$30.00

NOTE: Non-Recurring account change charges will not apply during the initial 30 dayperiod following completion of a Service Order.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.1 Basic Analog Trunk (Cont'd)

9.4.1.3 Basic Analog Trunk Rates and Charges (Cont'd)

9.4.1.3.2 Monthly Recurring Charges

Analog Two Way - Rate Area A

Local Trunk Charge (per trunk)	M/M	1 Year	2 Years	3 Years	5 Years
1-19 access lines	$27.16	$22.06	$21.36	$19.66	$17.66
20+ access lines	$27.16	$20.66	$19.66	$17.66	$15.16

Analog Two Way - Rate Area B

	M/M	1Year	2 Years	3 Years	5 Years
Trunk Charge	$20.66	$18.42	$17.58	$16.74	$14.78

Analog Two Way –Rate Area C

	M/M	1Year	2 Years	3 Years
Trunk Charge	$50.00	$47.50	$45.00	$42.50

9.4.1.3.3 Optional Features:

	Rate Area A	Rate Area B
Calling Name and Number Delivery	$7.95	$7.95
Calling Number Delivery	$7.50	$7.50
Calling Number Delivery Blocking (per line)	$0.00	$0.00
Hunting	$15.00	$15.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.2 Local Trunk – Analog Direct Inward Dialing (DID): Provides the Customer with individual channels which can carry one-way inbound traffic.

9.4.2.1 Analog Direct Inward Dialing Numbers: Telephone numbers can be obtained individually. Additional monthly charges will apply.

9.4.2.2 Analog Direct Inward Dialing Rates and Charges: A Customer who orders a Local Trunk - DID trunk will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in this section.

9.4.2.2.1 Non-Recurring Charges

Installation:	Rate Area A	Rate Area B
Per DID Number	$1.00	$1.00
Conversion Charge, per trunk	$0.00	N/A
Line Connection (per DID Trunk)	$60.00	$24.00

Service order charges apply as described in Section 3.5 of this Product Document.

NOTE: Non-Recurring Account Change Charges will not apply during the initial 30 day period following a service order.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.2 Local Trunk - (DID) (Cont'd)

9.4.2.2 Analog Direct Inward Dialing Rates and Charges (Cont'd)

Monthly Recurring Charges

Analog Two Way/DID - Rate Area A

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$58.66	$50.66	$48.06	$45.46	$42.66

Analog Two Way/DID - Rate Area B

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$41.66	$37.74	$36.27	$34.80	$31.37

Analog Two Way/DID-Rate Area C

	M/M	1 Year	2 Years	3 Years
Trunk Charge	$56.00	$53.20	$50.40	$47.60

	Rate Area A	Rate Area B	Rate Area C
DID number charge, per number	$0.16	$0.16	
DID number charge, per block of 10			$3.90
DID number charge, per block of 100			$19.45

Rates for a volume of Numbers greater than 500 will be provided on an Individual Case Basis. Company reserves the right to reclaim any numbers not actively used within one year.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

Local Trunk - Digital Interface: Local Trunk - Digital Interface provides a DS-1 digital transmission facility operating at 1.544 Mbps and time division multiplexed into 24 channels for the connection of Basic or DID Trunks to the Customer's PBX or trunk-cable Key System.

Local Trunk - Digital Interface can be used to carry one-way outbound traffic, one-way inbound or two-way traffic, Direct Inward Dialing, or a combination thereof.

9.4.3.1 One-Way Outbound: Provides the Customer with individual channels which are restricted to carry outbound traffic only.

9.4.3.2 One-Way Inbound or Two-Way: Provides the Customer with individual channels which are used to carry one-way inbound or two-way traffic. One common telephone number will be provided per trunk group.

9.4.3.2.1 Features: The following feature is available: Least Idle or Most Idle Trunk Selection

9.4.3.3 Direct Inward Dialing (DID): Provides the customer with individual channels which can carry one-way inbound traffic. The number of digits to be outpulsed must be specified by the Customer.

9.4.3.4 Local Trunk - Digital Interface Rates and Charges

9.4.3.4.1 Non-Recurring Charges

	Rate Area A	Rate Area B
Digital Interface	ICB	ICB
Installation Local Trunk (per channel)	$60.00	$24.00
Local Trunk – DID (per channel)	$60.00	$24.00

Service order charges apply as described in Section 3.5 of this Product Document .

NOTE: Non-Recurring Account Change Charges will not apply during the initial 30 day period following completion of a service order.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.3 Local Trunk - Digital Interface (Cont'd)

9.4.3.4 Local Trunk - Digital Interface Rates and Charges (Cont'd)

9.4.3.4.2 Monthly Recurring Charges

Digital Two Way - Rate Area A

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$27.16	$22.06	$21.36	$19.66	$17.66

Digital Two Way - Rate Area B

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$19.66	$17.50	$16.69	$15.88	$13.99

	Rate Area A	Rate Area B
Local Trunk - Digital Interface (per DS1)	ICB	ICB
Local Trunk (per channel)	$10.00	N/A
Local Trunk DID (per channel)	$10.00	N/A
DID Number charge per number	$.15	$.15

Rates for a volume of Numbers greater than 500 will be provided on an Individual Case Basis. Company reserves the right to reclaim numbers not in active use within one year.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.3 Local Trunk - Digital Interface (Cont'd)

9.4.3.5 Local Trunk – Digital DID Service Trunk Rates and Charges

A Digital DID Trunk Customer will be charged applicable Non-Recurring Charges and Monthly Recurring Charges as specified in 9.4.3.5.1, 9.4.3.5.2.

9.4.3.5.1 Non-Recurring Charges

	Rate Area A	Rate Area B	Rate Area C
Installation:			
Per DID Number	$1.00	$1.00	
Conversion Charge, per trunk	$20.00	N/A	
Line Connection (per DID Trunk)	$50.00	$24.00	$65.00

Service order charges apply as described in Section 3.5 of this Product Document .

NOTE:
Non-Recurring Account Change Charges will not apply during the initial 30 day period following a service order.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.3 Local Trunk - Digital Interface (Cont'd)

9.4.3.5 Local Trunk – Digital DID Service Trunk Rates and Charges (Cont'd)

9.4.3.5.2 Monthly Recurring Charges

Digital Two Way/DID - Rate Area A

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$58.66	$50.66	$48.06	$45.46	$42.66

Digital Two Way/DID - Rate Area B

	M/M	1 Year	2 Years	3 Years	5 Years
Trunk Charge	$41.66	$37.746	$36.27	$34.80	$31.37

Digital Two Way/DID-Rate Area C

	M/M	1 Year	2 Years	3 Years
Trunk Charge	$47.00	$44.65	$42.30	$39.95

	Rate Area A	Rate Area B	Rate Area C
DID number charge, per number	$0.16	$0.16	
DID number charge, per block of 10			$3.90
DID number charge, per block of 100			$19.45

Rates for a volume of Numbers greater than 500 will be provided on an Individual Case Basis. Company reserves the right to reclaim any numbers not actively used within one year.

9. Obsolete or Discontinued Offerings (Cont'd)

9.4 Local Trunk (Cont'd)

9.4.4 Local Trunk – Super Trunk Rates and Charges

Super Trunk – 24 channels of two-way DID, provided over a full T-1 facility, providing a digital transmission link with a total signaling speed of 1.544 Mbps.

9.4.4.1 Super Trunk Non-Recurring Charges – Rate Area A

Service Package is currently not available in this service territory.

9.4.4.2 Super Trunk Non-Recurring Charges – Rate Area B

Contract Term	NRC
Month-to-Month	$500.00
1-Year	$500.00
2-Year	$500.00
3-Year	$500.00
5-Year	$500.00

9.4.4.3 Super Trunk Non-Recurring Charges – Rate Area C

Contract Term	NRC
Month-to-Month	$500.00
1-Year	$500.00
2-Year	$500.00
3-Year	$500.00

9.4.4.4 Super Trunk Monthly Recurring Charges – Rate Area A

Service Package is currently not available in this service territory.

9.4.4.5 Super Trunk Monthly Recurring Charges – Rate Area B

Contract Term	MRC
Month-to-Month	$950.00
1-Year	$900.00
2-Year	$815.00
3-Year	$786.00
5-Year	$815.00

9.4.4.6 Super Trunk Monthly Recurring Charges – Rate Area C

Contract Term	MRC
Month-to-Month	$ 900.00
1-Year	$ 855.00
2-Year	$ 810.00
3-Year	$ 765.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering

The XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the XOption Service Offering the Customer selects and receives service under one of the XOption listed in Sections 9.5.1 through 9.5.17 below. Each XOption includes the Standard Feature Package as defined in Section 9.5.19, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates included in this Product Document. The Monthly Recurring Charge for each XOption includes unlimited local exchange service, a specified amount of inbound and outbound domestic long distance service, and the Standard Feature Package.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one-year term agreement for both voice and Internet services in order to be eligible for the XOption Service Offering.

9.5.1 XOption #1

To receive service under XOption #1, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #1 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,020.38	A=$910.13	A=$1,020.38
B=$1,216.13	B=$1,105.88	B=$1,227.38
C=$1,411.88	C=$1,302.75	C=$1,423.13
D=$2,392.88	D=$2,283.75	D=$2,404.13

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering

9.5.2 XOption #2

To receive service under XOption #2, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #2 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,294.88	A=$1,294.88	A=$1,351.13
B=$1,425.38	B=$1,290.38	B=$1,481.63
C=$1,481.63	C=$1,487.25	C=$1,678.50
D=$2,603.25	D=$2,468.25	D=$2,659.50

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9.5.3 XOption #3

To receive service under XOption #3, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #3 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.3 XOption #3 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,582.04	A=$1,473.75	A=$1.638.29
B=$1,826.73	B=$1,718.44	B=$1,882.98
C=$2,071.41	C=$1,964.54	C=$2,127.66
D=$3,297.66	D=$3,190.79	D=$3,351.10

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9.5.4 XOption #4

To receive service under XOption #4, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #4 includes unlimited local exchange calling. . International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,570.50	A=$1,424.25	A=$1,593.00
B=$1,593.00	B=$1,554.75	B=$1,723.50
C=$1,896.75	C=$1,751.63	C=$1,919.25
D=$2,877.75	D=$2,732.63	D=$2,900.25

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.5 XOption #5

To receive service under XOption #5, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #5 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,371.21	A=$3,853.12	A=$3,388.38
B=$3,724.68	B=$4,272.92	B=$3,388.38
C=$4,022.11	C=$4,500.05	C=$4,039.01

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.5.6 XOption #6

To receive service under XOption #6, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #6 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9 Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.6 XOption #6 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,738.20	A=$4,287.09	A=$3,822.69
B=$4,001.83	B=$4,599.41	B=$4,086.32
C=$4,299.26	C=$4,956.33	C=$4,383.75
D=$5,172.98	D=$6,055.46	D=$5,249.01

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.5.7 XOption #7

To receive service under XOption #7, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #7 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,083.73	A=$2,338.24	A=$2,115.84
B=$2,420.03	B=$2,668.79	B=$2,392.99
C=$2,714.08	C=$2,999.35	C=$2,668.46
D=$4,184.34	D=$4,652.13	D=$4,045.77

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$999.00	$999.00	$999.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.8 XOption #8

The XOption #8, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website. The MRC for each Option is listed below. Each XOption #8 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 63.00	A=$ 73.00	A=$ 83.00
B=$ 57.00	B=$ 67.00	B=$ 77.00
C=$ 65.00	C=$ 75.00	C=$ 85.00
D=$133.00	D=$127.00	D=$135.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 63.00	A=$ 73.00	A=$ 83.00
B=$ 57.00	B=$ 67.00	B=$ 77.00
C=$ 65.00	C=$ 75.00	C=$ 85.00
D=$133.00	D=$127.00	D=$135.00

9.5.9 XOption #9

XOption #9, is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of 30 lines, and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25, 000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #9 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.9 XOption #9 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area	Rate Area C
A=$21.00	A=$19.00	A=$24.00
B=$24.00	B=$22.00	B=$27.00
C=$28.00	C=$26.00	C=$31.00
D=$44.00	D=$42.00	D=$47.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$21.00	A=$19.00	A=$22.00
B=$24.00	B=$22.00	B=$25.00
C=$28.00	C=$26.00	C=$29.00
D=$44.00	D=$42.00	D=$45.00

9.5.10 XOption #10

XOption #10, is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This Option consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25, 000 minutes. The domestic long distance usage above A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #10 includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$116.00	A=$110.00	A=$116.
B=$126.00	B=$120.00	B=$126.00
C=$136.00	C=$130.00	C=$136.00
D=$163.00	D=$160.00	D=$166.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$116.00	A=$110.00	A=$116.00
B=$126.00	B=$120.00	B=$126.00
C=$136.00	C=$130.00	C=$136.00
D=$163.00	D=$160.00	D=$166.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.11 XOption #11

XOption #11, is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This Option consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #11 includes unlimited local exchange calling the monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$39.00	A=$37.00	A=$39.00
B=$42.00	B=$40.00	B=$42.00
C=$46.00	C=$44.00	C=$46.00
D=$54.00	D=$53.00	D=$55.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$39.00	A=$37.00	A=$39.00
B=$42.00	B=$40.00	B=$42.00
C=$46.00	C=$44.00	C=$46.00
D=$54.00	D=$53.00	D=$55.00

9.5.12 XOption #12

To receive service under XOption #12, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #12 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.12 XOption #12 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,109.38	A=$1,993.50	A=$2,171.25
B=$3,091.50	B=$2,905.88	B=$3,153.38
C=$4,727.25	C=$4,611.38	C=$4,789.13
D=$6,361.88	D=$6,244.88	D=$6,423.75

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9.5.13 XOption #13

To receive service under XOption #13, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and Dedicated Internet Access. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C or D will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption #13 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$4,561.32	A=$4,378.32	A=$3,799.69
B=$6,129.00	B=$5,693.63	B=$4,945.79
C=$8,596.13	C=$7,986.95	C=$6,856.88
D=$10,462.50	D=$9,674.45	D=$8,263.13

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.14 XOption #14

To receive service under XOption #14, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above A, B, C or D will be billed at rates set forth in XO Communications Services, LLC's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each Xoption#14 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,508.75	A=$2,416.50	A=$2,446.88
B=$3,490.88	B=$3,398.63	B=$3,429.00
C=$5,125.50	C=$5,034.38	C=$5,063.63
D=$6,985.13	D=$6,894.00	D=$6,923.25

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9.5.15 XOption #15

To receive service under XOption #15, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes and "D" = 75,000 minutes. The domestic long distance usage above the monthly minutes for A, B, C and D will be billed at rates set forth in XO Communications Services, LLC's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each Xoption#15 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.15 XOption #15

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$5,171.29	A=$5,879.05	A=$4,929.62
B=$6,748.02	B=$7,541.21	B=$6,306.95
C=$9,153.85	C=$10,287.81	C=$8,603.61
D=$11,415.71	D=$12,721.36	D=$10,631.55

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.5.16 XOption #16

To receive service under XOption #16, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. Customer must choose from one of the three options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes and "D" = 25,000 minutes. The domestic long distance usage above the minutes allotted in A, B, C or D will be billed at the rates set forth in XO Washington's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The MRC for each Option is listed below. Each XOption#16 includes unlimited local exchange calling. International usage is provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,079.11	A=$3,473.89	A=$2,943.92
B=$3,420.48	B=$3,804.45	B=$3,221.06
C=$3,714.53	C=$4,135.01	C=$3,496.54
D=$5,522.79	D=$6,451.43	D=$5,211.85

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$999.00	$999.00	$999.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.17 XOption M

To receive service under XOption M, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in XO Washington's Interexchange Services Product Document for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. Each XOption M includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$785.00	A=$750.00	A=$805.00

Non-Recurring Charge $700.00

9.5.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

9. Obsolete or Discontinued Offerings (Cont'd)

9.5 X OPTION Service Offering (Cont'd)

9.5.19 Standard Feature Package:

All XOption options include the following standard features at no additional charge.
Voicemail w/Message Waiting
Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
Caller ID – Number Only
First Block of 20 DIDs*

9.5.20 Term Discounts:

XOption customers who choose one of the following term commitments that is greater than one year will receive a discount. The discount is applied to the XOption Monthly Recurring charge, and the local exchange and domestic long distance usage above the bundled minutes of use included in each XOption. The discount will not be offered with any other discounts. The term discounts are as follows:

2 Years = 5% Discount
3 Years = 10% Discount

* Available to Customers who ordered business trunks.

9. Obsolete or Discontinued Offerings (Cont'd)

9.6 Residential Service

Residential Service is a bundled service offering that requires the customer to purchase, at the same customer location, XO local exchange, intraLATA and interLATA services. This Service is available to Residential Customers, subject to the availability of facilities as provided in Section 2.1.2 of this Product Document. Residential Service is only available in Rate Area B.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

9.6.1 Residential Service Monthly Recurring Charges

Residential Service Line(s)	$34.95 each
Additional Voice Only Line(s)	$25.00 each

Elements included in the $34.95 Monthly Recurring Charge:

Local exchange service with flat rate local calling; Up to 200 minutes of combined domestic direct dialed intrastate and interstate toll calls placed weekdays between 7 pm and 7 am, and all day on weekends and the following selected holidays: New Year's Day, Memorial Day (observed), Fourth of July, Labor Day (observed), Thanksgiving Day, and Christmas Day; Initial Blocking of 900/976/556 Numbers; (International calls will be blocked unless unblocked at the request of the Customer at no additional charge.) Personal 800 Number (See Section 8.6.3 below for usage rate); Features:

Voice Mail with Call Forward Busy and Call Forward Don't Answer,
Call Forwarding
Call Waiting
Three Way Calling
Caller ID with Name and Anonymous Call Rejection
Call Return

The up to 200 minutes of combined domestic direct dialed intrastate and interstate toll calls placed weekdays between 7 pm and 7 am, and all day on weekends and the noted selected holidays, is applied on a monthly basis. Unused minutes will not be carried over to the following month.

9. Obsolete or Discontinued Offerings (Cont'd)

9.6 Residential Service (Cont'd)

9.6.1 Residential Service Monthly Recurring Charges (Cont'd)

Optional Features	Charge per month
Call Block	$1.99
Call Restriction	$1.99
Call Trace	$1.99
Distinctive Ring	$1.99
Per Line Blocking	$1.99
Priority Call	$1.99
Repeat Dialing (Automatic Recall)	$1.99
Select Forward	$1.99
Speed Dialing 8	$0.99
Speed Dialing 30	$1.99
Ultra/Remote Call Forwarding	$1.99

All Features, those included in the Residential Service $34.95 Monthly Recurring Charge and those Optional Features listed above, are available to Additional Voice Only Line(s) at a charge of $1.99 per feature, per month, per line.

9.6.2 Residential Service Non-Recurring Charges

New Service Establishment	$30.00 per account
Moves, changes, additions to existing accounts (Applies to a customer move that requires a change to the listed or service address but does not require physical work to move service)	$30.00 per line
Feature Changes or Additions. (Applies to changes or additions to calling features. Unlimited feature changes or additions per change.)	$5.00 per change
Change of PIN for Ultra/Remote Call	$5.00 per change
Forwarding Change of call forwarding arrangement for Select Forward	$5.00 per change
Change of number to which calls are forwarded for Call Forwarding Busy Line	$5.00 per change
Removal Of 900/976/556 Number Blocking	
Within 30 days of initial service order	$0.00
Beyond 30 days after initial service order	$10.00
Subsequent Reinstatement of 900/976/556 Number Blocking	$10.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.6 Residential Service (Cont'd)

9.6.3 Residential Usage Charges

Direct-dialed intrastate toll calls placed on weekdays from 7:01 am to 6:59 pm will be billed at the rates indicated in Company's Washington Interexchange Services Product Document.

Direct-dialed intrastate toll calls placed on weekends, weekdays, and the selected holidays, after 200 minutes of combined intrastate toll and interstate toll usage in a month, will be billed at the rates indicated in Company's Washington Interexchange Services Product Document.

Domestic direct-dialed interstate toll calls placed on weekdays from 7:01 am to 6:59 pm will be billed at the rates indicated in Company's FCC Tariff No. 4.

Domestic direct-dialed interstate toll calls placed on weekends, weekdays, and the selected holidays from 7 pm to 7 am after 200 minutes of combined intrastate toll and interstate toll usage in a month will be billed at the rates indicated in Company's FCC Tariff No. 4.

International direct dialed toll calls will be billed at the rates defined in XO Communications, Inc. FCC Tariff No. 5.

Personal 800 Number	Refer to Section H.1.c. of Company's Washington Interexchange Services Product Document

9.6.4 Residential Local Only Basic Service

This Service is available to Residential Customers, subject to the availability of facilities as provided in Section 2.1.2 of this Product Document.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

9. Obsolete or Discontinued Offerings (Cont'd)

9.6 Residential Service (Cont'd)

9.6.4 Residential Local Only Basic Service (Cont'd)

9.6.4.1 Residential Local Only Basic Service Monthly Recurring Charges

Residential Local Only Basic Service Line(s) $34.95 each

Elements included in the $34.95 Monthly Recurring Charge:
Local exchange service with flat rate local calling; Initial Blocking of 900/976/556 Numbers;
Features:
Voice Mail with Call Forward Busy and Call Forward Don't Answer,
Call Forwarding,
Call Waiting,
Three Way Calling,
Caller ID with Name and Anonymous Call Rejection,
Call Return.

Optional Features	Charge per month:
Call Block	$1.99
Call Restriction	$1.99
Call Trace	$1.99
Distinctive Ring	$1.99
Per Line Blocking	$1.99
Priority Call	$1.99
Repeat Dialing (Automatic Recall)-	$1.99
Select Forward	$1.99
Speed Dialing 8,	$0.99
Speed Dialing 30	$1.99
Ultra/Remote Call Forwarding	$1.99

9.6.4.2 Residential Local Only Basic Service Non-Recurring Charges

New Service Establishment	$30.00 per account
Moves, changes, additions to existing accounts Applies to a customer move that requires a change to the listed or service address but does not require physical work to move service.	$30.00 per line
Feature Changes or Additions Applies to changes or additions to calling features. Unlimited feature changes or additions per change.	$5.00 per change
Change of PIN for Ultra/Remote Call Forwarding	$5.00 per change
Change of call forwarding arrangement for Select Forward	$5.00 per change

9. Obsolete or Discontinued Offerings (Cont'd)

9.6 Residential Service (Cont'd)

9.6.4 Residential Local Only Basic Service (Cont'd)

9.6.4.2 Residential Local Only Basic Service Non-Recurring Charges (Cont'd)

Change of number to which calls are forwarded for Call Forwarding Busy Line	$5.00 per change
Change of Primary Interexchange Carrier	$5.00 per line
Change of IntraLATA Carrier	$5.00 per line
Removal Of 900/976/556 Number Blocking	
Within 30 days of initial service order	$00.00
Beyond 30 days after initial service order	$10.00
Subsequent Reinstatement of 900/976/556 Number Blocking	$10.00

9.6.4.3 Residential Local Only Basic Usage Charges

9.6.5 Directory Assistance for Residential Service

Residential service customers will receive three free Directory Assistance calls every month. Each additional Directory Assistance call will be charged $2.25 per call. Unused free Directory Assistance calls will not be carried over to the following month.

9. Obsolete or Discontinued Offerings (Cont'd)

9.7 Integrated Access Service

Integrated Access Service is a bundled service offering that requires the Customer to purchase, at the same customer location, local exchange, message toll and Internet services from the Company. The standard configuration involves having a single DS-1 to the Customer's premises. Service can also be provided via ISDN PRI. When ordering service via a DS-1, the Customer must purchase a minimum of 10 (ten) local exchange lines or channels. In order to get the following pricing for this service the Customer must, at a minimum, enter a one year service order agreement. Usage for message toll and Internet services is not included in the following rates. The Non-Recurring and Monthly Recurring charges are specified in Sections 9.7.3 and 9.7.4 below.

9.7.1 Standard Features: Integrated Access Customers subscribed to the Basic Business Line product will receive the following Standard Features at no additional charge:

Call Forward Variable
Call Forward Busy
Call Forward No Answer
Speed Calling
Call Waiting
Touchtone
3 Way Calling

9.7.2 Optional Features: Integrated Access Service Customers may order optional features at standard rates specified in this Product Document.

9.7.3 Non-Recurring Charges: For initial installation of Integrated Access Service over a single DS-1 or ISDN, Customers will pay a non-recurring installation charge specified below. Installation charges for those Customers that purchase more than a DS-1 or ISDN worth of capacity will be done on an Individual Case Basis (ICB). If a customer chooses to add additional local exchange lines or channels after installation of the initial service, the Company's regular non-recurring installation charges for local exchange service, as specified in this Product Document will apply.

Single DS1	$999.00
ISDN PRI	$999.00
Capacity Exceeding DS1	ICB

9. Obsolete or Discontinued Offerings (Cont'd)

9.7 Integrated Access Service (Cont'd)

9.7.4 Monthly Recurring Charges:

Per Line:		
Basic Line	Rate Area A	$27.00
	Rate Area B	$23.18
	Rate Area C	$21.60
Per Trunk:		
DID	Rate Area A	$52.00
	Rate Area B	$40.57
DOD	Rate Area A	$27.00
	Rate Area B	$22.36
	Rate Area C	

Analog Trunk DID/DOD	$51.30
Digital Trunk DID/DOD	$40.30

Two-way Trunks		
	Rate Area A	$27.00
	Rate Area B	$22.36
	Rate Area C	

Analog Two Way Trunk	$22.95
Digital Two Way Trunk	$28.90

ISDN PRI $835.00

9.7.5 Usage Charges: Customers will receive the following local usage charges:

Local Usage is included in the flat monthly charge for Integrated Access Service.

9.7.6 Enhanced Integrated Feature: Integrated Access Service Customers can order the Enhanced Integrated Feature, as an option, at the monthly recurring rate of $6.95 per line.

9.7.6.1 Enhanced Features: The following features are included in the Enhanced Integrated Feature Package:

Abbreviated Dialing (3 or 4 digit)
Call Hold
Call Pickup
Call Transfer
Basic Voice Mail Box
Message Waiting

All other features are available at the Product Document rate.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering

The Premium XOption Service Offering is a bundled service that includes XO local exchange, inbound and outbound domestic long distance and DSL or Dedicated Internet Access services provided at the same customer location. Premium XOptions also include shared hosting services. This service is available to Business customers and is subject to the availability of facilities and only offered where technically feasible.

Rates indicated below do not include sales, use, gross receipts, excise, access or other local, state and federal taxes, charges, user fees, or surcharges.

Under the Premium XOption Service Offering the Customer selects and receives service under one of the Premium XOptions listed in the sections below. Each Premium XOption includes the Standard Feature Package as defined below, at no additional cost. Additional voice features beyond the Standard Feature Package are available at rates in this Product Document. The Monthly Recurring Charge for each Premium XOption includes the specified amount of monthly minutes of use for local exchange and inbound and outbound domestic long distance service and the Standard Feature Package. The specified monthly minutes of use does not include International usage.

Unused minutes may not be carried over to the following month. Additionally, the Customer must commit to a minimum one year term agreement for both voice and Internet services in order to be eligible for the Premium XOption Service Offering.

9.8.1 Premium XOption #1

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.1 Premium XOption #1 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,082,25	A=$972.00	A=$1,093.50
B=$1,278.00	B=$1,167.75	B=$1,289.25
C=$1,473.75	C=$1,364.63	C=$1,485.00
D=$2,454.75	D=$2,345.63	D=$2,463.75

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9.8.2 Premium XOption #2

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,356.75	A=$1,221.75	A=$1,413.00
B=$1,487.25	B=$1,352.25	B=$1,535.63
C=$1,684.13	C=$1,549.13	C=$1,733.63
D=$.2,665.13	D=$2,530.13	D=$2,714.63

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$800.00	$800.00	$800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.3 Premium XOption #3

To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,659.38	A=$1,551.10	A=$1,715.63
B=$1,904.06	B=$1,795.79	B=$1,960.31
C=$2,148.75	C=$2,041.88	C=$2,205.00
D=$3,375.00	D=$3,268.13	D=$3,431.25

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9.8.4 Premium XOption #4

To receive service under this XOption, the Customer must order a minimum of 14 (fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.4 Premium XOption #4 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,632.38	A=$1,486.13	A=$1,654.88
B=$1,756.13	B=$1,616.63	B=$1,785.38
C=$1,958.63	C=$1,813.50	C=$1,981.13
D=$2,939.63	D=$2,794.50	D=$2,962.13

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9.8.5 Premium XOption #5 To receive service under this XOption, the Customer must order a minimum of 10 (ten) but no more than 13 (thirteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,856.04	A=$3,325.85	A=$2,906.73
B=$3,209.25	B=$3,745.64	B=$3,259.94
C=$3,506.68	C=$4,102.56	C=$3,557.38
D=$4,988.77	D=$5,881.08	D=$5,039.46

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.6 Premium XOption #6

To receive service under this XOption, the Customer must order a minimum of 14(fourteen) but no more than 18 (eighteen) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 5,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,222.77	A=$3,701.02	A=$3,281.90
B=$3,471.18	B=$4,017.32	B=$3,547.24
C=$3,768.62	C=$4,372.28	C=$3,844.68
D=$5,250.73	D=$6,150.79	D=$5,326.75

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.8.7 Premium XOption #7

To receive service under this XOption, the Customer must order a DS-1 access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the four options for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.7 Premium XOption #7 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,176.67	A=$2,449.76	A=$2,208.79
B=$2,512.98	B=$2,780.34	B=$2,485.94
C=$2,807.04	C=$3,110.89	C=$2,761.39
D=$4,277.31	D=$4,763.68	D=$4,138.72

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 999.00	$ 999.00	$ 999.00

9.8.8 Premium XOption #8

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, and "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 67.00	A=$ 61.00	A=$ 69.00
B=$ 77.00	B=$ 71.00	B=$ 79.00
C=$ 87.00	C=$ 81.00	C=$ 89.00
D=$137.00	D=$131.00	D=$139.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 67.00	A=$ 61.00	A=$ 69.00
B=$ 77.00	B=$ 71.00	B=$ 79.00
C=$ 87.00	C=$ 81.00	C=$ 89.00
D=$137.00	D=$131.00	D=$139.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.9 Premium XOption #9

This XOption is a per user network service that requires a minimum of 30 (thirty) users accessing the same network. This XOption consists of one voice line per user, or a minimum of 30 lines, and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 23.00	A=$ 21.00	A=$ 22.00
B=$ 26.00	B=$ 24.00	B=$ 25.00
C=$ 30.00	C=$ 28.00	C=$ 29.00
D=$ 46.00	D=$ 44.00	D=$ 50.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 23.00	A=$ 21.00	A=$ 22.00
B=$ 26.00	B=$ 24.00	B=$ 25.00
C=$ 30.00	C=$ 28.00	C=$ 29.00
D=$ 46.00	D=$ 44.00	D=$ 50.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.10 Premium XOption #10

This XOption is a per user network service that requires a minimum of 10 (ten) users accessing the same network. This XOption consists of one voice line per user, or a minimum of ten lines, and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 97.00	A=$ 94.00	A=$100.00
B=$107.00	B=$104.00	B=$110.00
C=$117.00	C=$114.00	C=$120.00
D=$167.00	D=$164.00	D=$170.00

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$ 97.00	A=$ 94.00	A=$100.00
B=$107.00	B=$104.00	B=$110.00
C=$117.00	C=$114.00	C=$120.00
D=$167.00	D=$164.00	D=$170.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.11 Premium XOption #11

This XOption is a per network user service that requires a minimum of 30 (thirty) users accessing the same network. This XOption consists of one voice line per user, or a minimum of thirty lines, and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. The monthly minutes of use for domestic long distance is total combined usage for all the users in this Option. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$33.00	A=$32.00	A=$34.00
B=$36.00	B=$35.00	B=$37.00
C=$40.00	C=$39.00	C=$41.00
D=$56.00	D=$55.00	D=$57.00

Non-Recurring Charge

Rate Area	Rate Area B	Rate Area C
A=$33.00	A=$32.00	A=$34.00
B=$36.00	B=$35.00	B=$37.00
C=$40.00	C=$39.00	C=$41.00
D=$56.00	D=$55.00	D=$57.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.12 Premium XOption #12

To receive service under this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and DSL service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,171.25	A=$2,055.38	A=$2,233.00
B=$3,153.38	B=$3,037.50	B=$3,215.25
C=$4,789.13	C=$4,673.25	C=$4,851.00
D=$6,423.75	D=$6,306.75	D=$6,485.63

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9.8.13 Premium XOption #13

To receive service this XOption, the Customer must order a minimum of 19 (nineteen) but no more than 24 (twenty-four) basic Business local exchange lines or trunks and Dedicated Internet Access. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.13 Premium XOption #13 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,268.69	A=$3,803.63	A=$3,370.70
B=$5,319.00	B=$5,178.95	B=$4,516.88
C=$7,760.81	C=$7,472.26	C=$6,427.98
D=$10,192.50	D=$9,767.26	D=$8,340.48

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.8.14 Premium XOption #14

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Digital Subscriber Line service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,570.63	A=$2,478.38	A=$2,508.75
B=$3,552.75	B=$3,460.50	B=$3,490.88
C=$5,187.38	C=$5,096.25	C=$5,125.50
D=$7,047.00	D=$6,955.88	D=$6,985.13

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 800.00	$ 800.00	$ 800.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.15 Premium XOption #15

To receive service under this XOption, the Customer must order a Primary Rate Interface (PRI) for voice along with Dedicated Internet Access service. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 10,000 minutes, "B" = 25,000 minutes, "C" =50,000 minutes, and "D" 75,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each choice is listed below. This XOption includes unlimited local exchange calling. International usage is provided under the Company's Platinum Medium Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$4,655.86	A=$5,260.50	A=$4,414.18
B=$6,232.57	B=$6,913.29	B=$5,791.52
C=$8,703.30	C=$9,669.28	C=$9,669.28
D=$11,508.64	D=$12,832.88	D=$10,724.49

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$1,800.00	$1,800.00	$1,800.00

9.8.16 Premium XOption #16

To receive service under this XOption, the Customer must order a PRI access facility for voice and Internet delivery. The Customer can select the configuration of the voice and data lines up to but not more than 24 lines combined. This XOption also includes shared hosting space and the Customer's choice of end user shared hosting web applications. Customer must choose from one of the options below for the monthly minutes of domestic long distance usage: "A" = 4,000 minutes, "B" = 7,000 minutes, "C" =10,000 minutes, and "D" = 25,000 minutes. The domestic long distance usage above these options will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate toll use or pursuant to the Terms and Conditions governing long distance service found on Company's website for interstate use. The MRC for each is listed below. This XOption includes unlimited local exchange calling. International usage is provided under Company's Platinum Small Business Plan Pursuant to the Terms and Conditions governing international traffic found on Company's website.

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.16 Premium XOption #16 (Cont'd)

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,172.07	A=$3,585.42	A=$3,036.87
B=$3,513.43	B=$3,916.00	B=$3,314.01
C=$3,807.49	C=$4,246.54	C=$3,589.48
D=$5,615.15	D=$6,304.92	D=$5,304.80

Non-Recurring Charge

Rate Area A	Rate Area B	Rate Area C
$ 999.00	$ 999.00	$ 999.00

9.8.17 XOption M – Satellite Office Solutions

To receive service under this XOption, the Customer must order a XOptions package at no fewer than five locations, with at least one location receiving one of the Premium XOptions 1-16. Customer must also order a minimum of 6 (six) but no more than 9 (nine) local exchange lines via Integrated Access service. Customer will receive 1,500 monthly minutes of domestic long distance usage. Domestic long distance usage above the monthly minutes will be billed at rates set forth in Company's Interexchange Services Product Document for intrastate use or pursuant to the Terms and Conditions governing long distance traffic found on Company's website for interstate use. The installation and monthly recurring charge are listed below. This XOption includes unlimited local exchange calling. International usage will be provided under the Company's Platinum Small Business Plan pursuant to the Terms and Conditions governing international traffic found on Company's website.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$785.00	A=$750.00	A=$805.00

Non-Recurring Charge $700.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.8 Premium XOption Service Offering (Cont'd)

9.8.18 XOption MLP

Customers ordering XOptions 1-16 at no fewer than five locations are eligible for XOption MLP. MLP is a 5% discount off the monthly recurring charge of all XOption packages 1-16. XOption M is not eligible for the discount and does not contribute to the total of five necessary locations to receive the MLP discount.

9.8.19 Standard Feature Package:

All XOptions include the following standard features at no additional charge.

Voicemail w/Message Waiting
Call Forwarding
3 Way Calling
Speed Dial
Abbreviated Dialing
Call Hold
Call Pickup
Call Transfer
Hunting
First Block of 20 DIDs*
Caller ID – Number Only

* Available to Customers who ordered business trunks.

9. Obsolete or Discontinued Offerings (Cont'd)

9.9 Integrated Services Digital Network (ISDN) Primary Rate Interface (PRI) Service

9.9.1 ISDN PRI Monthly Recurring Charges (MRC):

	Rate Area A	Rate Area B	Rate Area C
Month to Month	$1,132.95	$1,050.00	$1,050.00
1 Year Term	$1,055.25	$ 813.75	$ 997.50
2 Year Term	$ 984.90	$ 777.00	$ 945.00
3 Year Term	$ 917.70	$ 735.00	$ 892.50
5 Year Term	$ 854.70	$ 693.00	$ 840.00

As of June 19, 2003 the rates listed above for Rate Area B for 1-5 year term are not available to customers under new or renewal arrangements. New rates for ISDN PRI Monthly Recurring Charges for Rate Area B are listed below.

	Rate Area B
Month to Month	n/a
1 Year Term	$813.75
2 Year Term	$682.50
3 Year Term	$661.50
5 Year Term	$640.50

9. Obsolete or Discontinued Offerings (Cont'd)

9.10 Business Trunks

	Rate Area A	Rate Area B Qwest	Rate Area B Verizon	Rate Area C
Monthly Recurring Charges				
Full Switched Digital T1 Trunks				
In Only (Basic)				
1 Year	$708.75	$708.75	$708.75	$897.75
2 Year	$664.65	$674.10	$674.10	$850.50
3 Year	$621.60	$640.50	$640.50	$803.25
Out Only (Basic)				
1 Year	$708.75	$708.75	$708.75	$897.75
2 Year	$664.65	$674.10	$674.10	$850.50
3 Year	$621.60	$640.50	$640.50	$803.25
Two-Way (Basic)				
1 Year	$708.75	$708.75	$708.75	$897.75
2 Year	$664.65	$674.10	$674.10	$850.50
3 Year	$621.60	$640.50	$640.50	$803.25
In Only w/ DID				
1 Year	$708.75	$708.75	$708.75	$897.75
2 Year	$664.65	$674.10	$674.10	$850.50
3 Year	$621.60	$640.50	$640.50	$803.25
Two-Way w/ DID)				
1 Year	$708.75	$708.75	$708.75	$897.75
2 Year	$664.65	$674.10	$674.10	$850.50
3 Year	$621.60	$640.50	$640.50	$803.25

9. Obsolete or Discontinued Offerings (Cont'd)
9.11 Deluxe XOptions Service Offering

9.11.1 Deluxe XOption #1

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$962.00	A=$864.00	A=$972.00
B=$1,136.00	B=$1,038.00	B=$1,146.00
C=$1,310.00	C=$1,213.00	C=$1,320.00
D=$2,182.00	D=$2,085.00	D=$2,192.00

9.11.2 Deluxe XOption #3

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,180.00	A=$ 1,103.00	A=$1,220.00
B=$1,354.00	B=$1,277.00	B=$1,394.00
C=$1,528.00	C=$1,452.00	C=$1,568.00
D=$2,400.00	D=$2,324.00	D=$2,440.00

9.11.3 Deluxe XOption #5

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,958.85	A=$1,904.78	A=$1,958.85
B=$2,204.01	B=$2,147.53	B=$2,204.01
C=$2,415.52	C=$2,359.04	C=$2,415.52
D=$3,457.44	D=$3,400.95	D=$3,457.44

9.11.4 Deluxe XOption #6

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,219.64	A=$2,137.92	A=$2,219.64
B=$2,390.29	B=$2,316.97	B=$2,390.29
C=$2,612.60	C=$2,528.48	C=$2,612.60
D=$3,654.53	D=$3,570.41	D=$3,458.64

9.11.5 Deluxe XOption #13

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$2,328.00	A=$2,189.00	A=$2,267.00
B=$3,252.00	B=$2,999.00	B=$3,077.00
C=$4,699.00	C=$4,343.00	C=$4,421.00
D=$6,140.00	D=$5,683.00	D=$5,761.00

9. Obsolete or Discontinued Offerings (Cont'd)

9.11 Deluxe XOptions Service Offering

9.11.6 Deluxe XOption #14

Monthly Recurring Charge

Rate Area A	Rate Area C
A=$2,185.00	A=$2,135.00
B=$3,053.00	B=$3,003.00
C=$4,491.00	C=$4,441.00
D=$5,924.00	D=$5,874.00

9.11.7 Deluxe XOption #15

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$3,256.74	A=$2,895.02	A=$3,090.90
B=$4,371.97	B=$3,868.44	B=$4,064.32
C=$6,110.90	C=$5,483.59	C=$5,679.47
D=$7,841.42	D=$7,093.94	D=$7,289.82

9.11.8 Deluxe XOption #16 Promotion

Customers signing new contracts for Deluxe XOption #16 located in Section 3.1.4 of this Product Document on or before December 31, 2003 may receive the following promotional pricing. All requirements for this XOption as listed in Section 3.1.4 apply during the promotional period.

Monthly Recurring Charge

Rate Area A	Rate Area B	Rate Area C
A=$1,472.00	A=$1,253.00	A=$1,407.00
B=$1,659.00	B=$1,391.00	B=$1,561.00
C=$1,823.00	C=$1,529.00	C=$1,719.00
D=$2,643.00	D=$2,224.00	D=$2,499.00

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

10. Service Descriptions – Category Two Service Plans

These Services are available to Legacy Allegiance Customers and to new Customers who are served out of a Central Office having facilities of the former Allegiance Telecom of California, Inc.

10.1 Connection Charges

Connection Charges are nonrecurring charges which may apply to the following: (a) the installation of a new service; (b) the transfer of an existing service to a different location; (c) a change from one class of service to another at the same or a different location; or (d) restoral of service after suspension or termination for nonpayment. Connection Charges are listed with the service to which they apply or are provided in this Section.

The Company alone may make changes in the location of its lines and equipment. When it is found that a move or change of such lines or equipment has been made by others, the Connection Charge for the underlying service will apply as if the work had been done by the Company.

The Customer may be assessed a charge for any move, add or change of a Company service. Move, Add and Change are defined as follows:

Move: The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

Add: The addition of a service to existing equipment and/or service at one location.

Change: The change, including rearrangement or reclassification, of existing service at the same location.

10.1.1 Exceptions to the Connection Charge

The Company may from time to time waive or reduce the connection charges as part of a promotion or trial.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.3 Rates and Charges

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10.3.2 Network Switched Services

Connection charges may apply when a Customer requests connection to one or more Network Switched Services as provided in Section 6 herein. Orders for services for the same Customer account made at the same time for the same premises will be considered one request. Feature activation charges may not apply if the features are ordered at the same time as other work for the same Customer account at the same premises.

Non-recurring Charges:	Qwest Region	Verizon Region
Line Connection Charge, per Line or Trunk (Applies when new or additional service is established)	$48.00	$35.00
Account Set-up Fee, per account, per location (Applies when establishing a new account with the Company)	$25.00	$25.00
Record Change Charge, per order (Add/Change directory listing, Change billing name or other changes to billing account, Invoice consolidation or deconsolidation.)	$15.00	$15.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.3 Rates and Charges (Cont'd)

10.3.3 Service Order Charges

Non-recurring Charges:	Qwest Region	Verizon Region
Primary Service Order Charge (Add/move lines, trunks, T1/PRI, IAD, and TC, or Change analogue PBX trunks, or Convert RCF to UNE and vice versa)	$50.00	$50.00
Secondary Service Order Charge (Add/change Custom Calling or misc. features, or Add/change toll blocking options, or Add/change toll blocking options, or Add/change DID service, or Change RCF terminating number, or Change hunting arrangement, or Upgrade/downgrade IAD channels, or Add/change voicemail, telephone number change, change class/grade of service, add/ change features)	$50.00	$50.00
Technician Visit Charge, per occurrence (Requests requiring a technician to be dispatched for work to be completed)	$150.00	$150.00

10.3.4 Restoral Charge

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment pursuant to this Product Document but before cancellation of the service.

Non-recurring Charges:	Qwest Region	Verizon Region
Restoral Charge (after company-initiated suspension, per line)	$20.00	$20.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.3 Rates and Charges (Cont'd)

10.3.5 Presubscription-2 (PIC)

Customers may be presubscribed to the carrier of their choice for both interLATA and intraLATA service. The Customer will incur a charge as provided below each time there is a change in the long distance carrier associated with the Customer's intraLATA or interLATA service after the initial installation of service. For example, if a Customer changes both its interLATA and intraLATA carriers simultaneously, a total of two (2) separate charges will apply (one for the interLATA change and one for the intraLATA change).

Non-recurring Charges:	Qwest Region	Verizon Region
Each Carrier Change (per line)	$5.00	$5.00

10.4 IntraLATA Toll Usage

10.4.1 Description

IntraLATA toll service is furnished for communication between telephones in different local calling areas within a particular LATA in accordance with the regulations and schedules of charges specified in this Product Document. The toll service charges specified in this Section are in payment for all service furnished between the calling and called telephone, except as otherwise provided in this Product Document.

IntraLATA toll calling includes the following types of calls: direct dialed, collect, 3rd number billed, special toll billing, person to person calling and other station to station calls.

10.4.2 Classes of Calls

Service is offered as two classes: station to station calling and person to person calling.

10.4.2.1 Station to Station Service is that service where the person originating the call dials the telephone number desired or gives the Company operator the telephone number of the desired telephone station or system.

Person to Person Service is that service where the person originating the call specifies to the Company operator a particular person to be reached, a particular mobile unit to be reached, or a particular station, department or office to be reached. The call remains a person to person call when, after the telephone, mobile telephone, or PBX system has been reached and while the connection remains established, the person originating the call requests or agrees to talk to any person other than the person specified, or to any other agreed upon alternate.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.4 IntraLATA Toll Usage (Cont'd)

10.4.2 Timing of Calls

Unless otherwise indicated, all calls are timed in six (6) second increments with a sixty (60) second minimum and all calls which are fractions of six (6) seconds are rounded up to the next six (6) second increment.

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

For person to person calls, call timing begins when connection is established between the calling person and the particular person, station or mobile unit specified or an agreed to alternate.

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

Calls originating in one time period as defined in Section 4.3 and terminating in another will be billed the rates in effect at the beginning of each minute at the originating end of the call.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.4 IntraLATA Toll Usage (Cont'd)

10.4.3 Time Periods Defined

Time Periods - Day, Evening and Night rate periods are shown below. On holidays, Evening rates will apply unless a lower rate would normally apply.

Rates	From	Up to But Not Including	Days Applicable
Day:	8:00 A.M.	5:00 P.M.	Mon. B Fri.
Evening:	5:00 P.M.	11:00 P.M.	Mon. B Fri.
	5:00 P.M.	11:00 P.M.	Sunday
Night	11:00 P.M.	8:00 A.M.	Sun. B Fri.

11:00 P.M. Friday through 5:00 P.M. Sunday

Holidays include New Year's Day (January 1), Independence Day (July 4), Labor Day (the first Monday in September), Thanksgiving Day (the fourth Thursday in November), and Christmas Day (December 25).

Standard IntraLATA Toll Rates

	Qwest Region	Verizon Region
Day	$0.1760	$0.1760
Evening/Night/Weekend/Holidays	$0.1100	$0.1100

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.4 IntraLATA Toll Usage (Cont'd)

10.4.3 Time Periods Defined (Cont'd)

10.4.3.1 Optional IntraLATA Calling Plans

Allegiance Savings Plus -Allegiance Savings Plus has six (6) second billing increments with a thirty (30) second minimum call length. This plan requires a monthly revenue commitment of $100.00

Rate	$0.099

Allegiance Volume Plus -Allegiance Volume Plus has six (6) second billing increments with a thirty (30) second minimum. The per minute rate is $0.1000 with a $5.00 monthly fee per service location. Retroactive discount only applies to (Volume Plus Plan) Retroactive Volume Discount (applies per account).

Monthly IntraLATA Usage	Discount
$0.00 - 49.99	0%
$50.00 - 99.99	10%
$100.00 +	20%

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.4 IntraLATA Toll Usage (Cont'd)

10.4.4 Regulations and Computation of Mileage

Calls for which rates are mileage sensitive are rated on the airline distance between the originating rate center and the terminating rate center.

10.4.4.1 Originating Rate Center

A Customer's primary local exchange number includes an NXX code that is associated with a specific rate center. The originating point of all calls charged to that Customer's account shall be the location of the Customer's rate center.

10.4.4.2 Terminating Rate Center

The terminating point for all calls shall be the location of the local rate center associated with the called number.

10.4.4.3 Calculation of Mileage

Usage charges for all mileage sensitive products are based on the airline distance between serving wire centers associated with the originating and terminating points of the call. The serving wire centers of a call are determined by the area codes and exchanges of the origination and destination points.

The distance between any two rate centers is determined as follows:

Airline mileage, where mileage is the basis for rating calls, is obtained by using the AV@ and AH@ coordinates assigned to each rate center and contained in NECA FCC Tariff No. 4 or successor tariffs. To determine the airline distance between any two locations, proceed as follows:

Obtain the AV@ and AH@ coordinates for each location. The AV@ coordinate is the first four digits in the AVH@ column. The AH@ coordinate is the next four digits.

Obtain the difference between the AV@ coordinates of each of the locations. Obtain the difference between the AH@ coordinates.

Square each difference obtained in step b., above.

Add the square of the AV@ difference and the AH@ difference obtained in step c., above.

Divide the sum of the square by 10. Round to the next higher whole number if any fraction is obtained.
Obtain the square root of the whole number result obtained above. Round to the next higher whole number if any fraction is obtained. This is the airline mileage.

Formula:
Install Equation Editor and double-click here to view equation.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services

10.5.1 Central Office, Line and Trunk Features

10.5.1.1 General

The features in this Section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases. Central Office Calling Features are optional features of central office services furnished to individual line end users. The Company may furnish Central Office Calling Features where there is available central office equipment with the proper program updates as determined by the Company. Central Office Calling Features are only provided for basic access line services. The Customer will be billed a Service Order charge for each change or set-up of each occurrence a feature or group of features is added to the Customer's service.

10.5.1.2 Description of Line Features

Anonymous Call Rejection - Allows a Customer to redirect incoming calls to an announcement indicating that the Customer is not presently accepting calls. This feature is provided automatically to Customers subscribing to Caller ID, Caller ID with Name & Number, and Last Call Return and will be provided in the inactive state and will have no effect on the Customer's telephone service until the Customer activates it through the use of a dialing code.

Speed Dial 8 - Allows placing calls to eight (8) other phone numbers by dialing a one or two digit code rather than the complete phone number.

Speed Dial 30 - Allows placing calls to thirty (30) other phone numbers by dialing a one or two digit code rather than the complete phone number.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.2 Description of Line Features (Cont'd)

Last Call Return - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not. Anonymous Call Rejection is included at no charge with this service.

Caller ID - Allows the subscriber to view the listed telephone number from which the incoming call is dialed on a display screen before the call is answered allowing a Customer to prioritize and/or screen incoming calls. Anonymous Call Rejection is included at no charge with this service.

Caller ID with Name& Number - Allows subscriber to view listed name associated with the telephone number before the phone is answered. This feature is only offered to Customers who subscribe to Caller ID. Anonymous Call Rejection is included at no charge with this service.

Selective Blocking for Caller ID B An originating option that allows Customers to control the disclosure of their directory number and name on a call-by-call basis. When activated, the option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number from being displayed on the terminating Customer's Caller ID display device(s). Activation is accomplished by the calling party dialing the per call blocking activation code prior to initiating a call. There is no charge associated with per call blocking.

Complete Line Blocking from Caller ID - Allows Customers to automatically block the disclosure of their directory number and name on all originating calls. The option precludes the originating Customer's telephone number and name, including Customers with nondirectory listed service or a Non-Published Number, from being displayed on the terminating Customer's Caller ID display device(s). There is no charge associated with line blocking for the initial request. Subsequent requests to add line blocking will incur a service order charge.

Caller ID Privacy – Blocks the delivery of customer's Caller ID information on a per trunk group basis. (Provided to Law enforcement, domestic violence crisis intervention agencies and individual victims of domestic violence upon request.)

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.2 Description of Line Features (Cont'd)

Three Way Calling - The Three Way Calling feature allows a Customer to add a third party to an existing two-way call and form a 3-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a Customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the Customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

Call Forwarding Variable - Call Forwarding, when activated, redirects attempted terminating calls to another Customer-specific line. The Customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the Customer with the Call Forwarding is billed for the forwarded leg of the call.

Call Transfer - Enables a customer to transfer an incoming call to a third party or add a third party to an existing call, forming a three-party connection, and then to leave the connection without disconnecting the call.

Call Forwarding - Busy Line B This feature automatically reroutes an incoming call to a Customer predesignated number when the called number is busy.

Call Forwarding - Busy Line (Expanded) - Allows a customer to have an incoming call forwarded to another predetermined number in a different central office switch if the called number is busy.

Call Forwarding - Busy Line (Overflow) - Allows a customer to have an incoming call forwarded to another predetermined number within the customer's central office switch if the called number is busy.

Call Forwarding – Don't Answer - This feature automatically reroutes an incoming call to a Customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.2 Central Office, Line and Trunk Features (Cont'd)

10.5.1.2 Description of Line Features (Cont'd)

Call Forwarding – Don't Answer (Expanded) - Allows a customer to have an incoming call forwarded to another predetermined number in a different central office switch if the called number does not answer after a preset number of rings.

Call Forwarding - Busy Line/Don't Answer (Expanded) - Allows a customer to have incoming calls forwarded to a predetermined number outside the serving central office switch if the called number is busy or if the customer does not answer after a preset number of rings.

Call Forwarding - Busy Line/Don't Answer (Overflow) - Allows a customer to have incoming calls forwarded to a predetermined number within the customers central office if the called number is busy or if the customer does not answer after a preset number of rings.

Remote Access to Call Forwarding - A function which 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. This service is marketed to residential customers under the name of Call Following.

Call Waiting/Cancel Call Waiting - Call Waiting provides a tone signal to indicate to a Customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the Customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) Customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the Customer disconnects from the call.

Simultaneous Call Forwarding - Provides the customer that also subscribes to an appropriate call forwarding service with the ability to forward multiple incoming calls simultaneously to another telephone number designated by the customer. The Simultaneous Call Forwarding customer is responsible for the payment of any applicable toll charges for each call between the Simultaneous Call Forwarding telephone and the line to which the call is being forwarded

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.2 Description of Line Features (Cont'd)

Auto Redial (Continuous Redial) - The Automatic Redial feature allows a Customer to automatically redial the last number dialed. This is accomplished by the Customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then redials the call for the Customer.

The Automatic Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. The Automatic Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically redialed and the Customer is notified of the connected call via a distinctive ring.

The following types of calls cannot be accessed with Automatic Redial:

Calls to Toll Free 8XX Service numbers
Calls to 900 and 976 Service numbers
Calls preceded by an interexchange carrier access code
International Direct Distance Dialed calls
Calls to Directory Assistance
Calls to 911

Direct Connect (Hot Line) B Direct Connect provides for automatic dialing of a single fixed telephone number from an exchange line. Charges are in addition to charges for exchange service.

Call Trace - Allows a Customer to dial a code to automatically request that the Company or specified Utility record a caller's originating telephone number and the date and time of the call as well as the date and time the Customer initiated trace. The information is disclosed only to a law enforcement agency for investigation purposes.

Custom Ringing Service - Allows the subscriber to have as many as four different telephone numbers associated with a single line without adding a second access line. A Distinct ringing will be provided for each of the additional telephone numbers to facilitate identification of incoming calls.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.2 Description of Line Features (Cont'd)

Message Waiting Indication - A feature whereby subscribing customers of Message Delivery Service (MDS) will hear an audible interrupted tone, when lifting the receiver, giving an indication of a message waiting for the customer of the customer's chosen MDS provider. The tone will be initiated by the provider over the customer's telephone line. The customer may call the provider for their message or ignore the tone and place a call. The tone will continue until the message has been retrieved.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.3 Rates and Charges for Line Features

Monthly Rates and Per Usage Rates are provided in this Section.

Monthly Recurring Charges:	Qwest Region	Verizon Region
Anonymous Call Rejection	$0.00	$0.25
Speed Dial 8	$2.80	$3.30
Speed Dial 30	$5.55	$5.00
Last Call Return	$3.00	$6.00
Caller ID Number	$7.50	$10.00
Caller ID Name and Number	$11.18	$15.40
Caller ID Privacy	$0.00	$0.00
Selective Blocking for Caller ID	$0.00	$0.00
Complete Line Blocking from Caller ID	$7.95	--
Three Way Calling	$2.80	$4.25
Call Forwarding Variable	$2.80	$3.30
Call Transfer	$0.00	$0.00
Call Forwarding/Busy Line (Expanded)	$1.00	$1.25
Call Forwarding/Busy Line (Overflow)	$2.00[1]	$1.25
Call Forwarding/Don't Answer	$2.00	$1.25
Call Forwarding/Don't Answer (Expanded)	$2.00	$1.25
Call Fwding/Busy Line/Don't Answr (Expanded)	$2.50	$1.50
Call Fwding/Busy Line/Don't Answr (Overflow)	$3.50	$1.50
Remote Access to Call Forwarding	$5.95[2]	$7.00
Call Waiting/Cancel Call Waiting	$2.80	$4.00
Simultaneous Call Forwarding	$1.40	$1.65
Auto Redial (Continuous Redial)	$3.50	$6.00
Direct Connect (Hot Line)	$2.00	--
Custom Ringing Service		
First Add'l Number	$7.45	$6.00
Second Add'l Number	$5.25	--
Third Add'l Number	$5.25	--
Message Waiting Indication	$0.25	$0.50

[1] A non-recurring charge of $11.00 applies.

[2] A non-recurring charge of $1.00 applies.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.3 Rates and Charges for Line Features (Cont'd)

Per Usage Feature Charge	Qwest Region	Verizon Region
Call Trace, per activation	$1.50	--
Call Return	$0.85*	$0.85*
Continuous Redial	$0.85*	$0.85*
Three Way Calling	$0.85*	$0.85*
Block Continuous Redial	$0.00	$0.00
Block Three-Way Calling	$0.00	$0.00
Block Last Call Return	$0.00	$0.00
Block Call Trace	$0.00	$0.00
Block All Usage Sensitive Features	$0.00	$0.00

10.5.1.3.1 Non-Recurring Rates and Charges for Line Features

Non-Recurring Rates are provided in this Section.

Caller ID Blocking, per line		
Initial Request	$0.00	$0.00
Subsequent Request	$13.00	$13.00
Custom Ringing Service Install or Change Ringing Pattern, per order	$11.00	--
Custom Ringing Telephone Number Change, per order	$15.00	--
Customer Ringing Call Forwarding Change Option, per order	$11.00	--

*A maximum charge of $6.00 per month per line applies.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.4 Description Central Office Features

Remote Call Forwarding - Remote Call Forwarding (RCF) is a local exchange telecommunications service feature whereby all calls dialed to a telephone number equipped for RCF are automatically forwarded to another dialable exchange or 8XX Service telephone number. The calling party pays only the applicable charges to call the number equipped with an RCF feature, while the RCF Customer pays the applicable charges for the forwarded portion of the call, including local usage charges.

Remote Call Forwarding service is offered subject to availability of suitable facilities.

Remote Call Forwarding service is not offered where the terminating station is a coin telephone.

The Company will not provide identification of the originating telephone number to the RCF Customer.

Transmission characteristics may vary depending on the distance and routing necessary to complete the remotely forwarded call. Therefore, the normal grade end-to-end transmission is not guaranteed on such calls.

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

One directory listing in the Alphabetical Directory is provided without charge.

Each Remote Call Forwarding feature allows for forwarding one call at a given time. An additional path is necessary for each additional call to be forwarded simultaneously.

Remote Call Forwarding service will only be provided when, in the judgment of the Company, the Customer subscribes to sufficient RCF features and facilities at the terminating location to adequately handle calls without interfering with or impairing any services offered by the Company.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.5 Rates and Charges for Central Office Features

	Qwest Regions		Verizon Regions	
	Monthly Recurring	Non-Recurring	Monthly Recurring	Non-Recurring
Remote Call Forwarding:				
-Initial/Local Path	$31.90	$25.00	$31.90	$17.00
-Initial IntraLATA/ InterLATA Path	$31.90	$25.00	$31.90	$17.00
-Each Additional Path	$31.90	$25.00	$31.90	$17.00

	Qwest Regions	Verizon Regions		
Local Usage Charges applicable to RCF:				
Day Rate:				
Initial Minute	$0.030	$0.0150		
Add'l Minute	$0.012	$0.0150	Evening/Night/Weekend/Holidays:	40% off day rate.

Calls are billed in sixty (60) second increments.

Rate Period Definitions		
Day	Mon-Fri	8:00am to 4:49pm
Evening/Night		
Weekend/Holidays	Mon-Fri	5:00pm to 8:00am, all day Sat., Sun., and Holidays

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.6 Description of Hunting Line Services

Hunting Line services may be used to establish hunting arrangements between two or more of a customer's local exchange access lines. All of the local exchange access lines in a hunting arrangement group must be the same class of service and grade of service.

Hunting Line services are available to one-party line residence and business customers where Company facilities exist for such hunting line services. However, these hunting line services are not offered with Customer-owned Pay Telephone Service.

a. Series Hunt Service - The hunt for an idle access line starts with the called access line in a prearranged hunt group and ends with the last access line in the hunt group, completing the call to the first idle access line encountered. Unless the first access line in the hunt group is called, only a portion of the access line group is hunted.

b. Circle Hunt Service - Permits a complete hunt over all the access lines in a prearranged access line hunt group. If no idle access line is encountered, the hunting will continue until it reaches the access line that was originally called.

c. Preferential Hunt Service - Individual access lines in an access line hunt group may have an associated preferential hunt list. This hunt list specifies a hunting sequence over a predetermined subset or preferential arrangement of up to 18 access lines before proceeding to hunt through the remaining access line hunt group.

10.5.1.7 Rates and Charges for Hunting Line Services

Business Multi-Line
Hunting and PBX Trunk

Monthly Rate Per Access Line	Qwest Region	Verizon Region
Series	$0.05	$1.50
Circle	$0.05	$1.50
Preferential	$0.05	

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.1 Central Office, Line and Trunk Features (Cont'd)

10.5.1.8 Touch Tone Service

Touch Tone service provides for the origination of calls by means of instruments equipped for tone-type address signaling and special central office facilities. The service is furnished subject to the availability of the central office facilities.

10.5.1.9 Rates and Charges for Touch Tone Services

	Qwest Region		Verizon Region	
	Non-Recurring	Monthly Recurring	Non-Recurring	Monthly Recurring
Per Line on Trunk Equipped	$0.00	$0.00	$0.00	$0.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.2 Directory Assistance Service

10.5.2.1 General

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service.

Local Directory Assistance - Local Directory Assistance is a service where customers may request listing information for areas within their LATA or home NPA.

National Directory Assistance - National Directory Assistance is a service where customers may request listing information for areas outside their LATA or home NPA.

10.5.2.2 Regulations

A Directory Assistance Charge applies for each call to Directory Assistance for telephone number(s), area code(s), and/or general information requested from the Directory Assistance operator except as follows:

10.5.2.2.1 Requests in which the Directory Assistance operator provides an incorrect number. The Customer must inform the Company of the error in order to receive credit.

10.5.2.2.2 Customer experiences poor transmission or is cut-off during the call.

10.5.2.2.3 Customers will be provided with a maximum of two (2) telephone numbers for eachcall to Directory Assistance.

10.5.2.2.4 Customers unable to use a telephone directory because of physical or mental limitation will be exempt from DA charges. A certificate of DA exemption is required or each access line to be exempted.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.2 Directory Assistance Service (Cont'd)

10.5.2.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

Local Directory Assistance - A flat charge will apply per call for each Local Directory Assistance call.

	Qwest Region	Verizon Region
Local Directory Assistance, per call	$2.25	$2.25

National Directory Assistance - A flat charge will apply per call for each National Directory Assistance call.

	Qwest Region	Verizon Region
National Directory Assistance, per call	$2.25	$2.25

10.5.2.4 Basic Intercept Service

Basic Intercept Service - Basic intercept service includes all intercept recordings that do not provide the new number information. Intercept services are offered for periods up to 12 months for business customers.

	Qwest Region	Verizon Region
Basic Intercept Service	$0.00	$0.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.3 Local Operator Services

Operator Handled Calling Services are provided to Customers and Users of Company-provided Exchange Access Service and to Customers and Users of exchange access lines which the Customer has pre-subscribed to the Company's Pre-Subscribed MTS or Total Service Solution products.

10.5.3.1 Call Types

Person-to-Person - Calls completed with the assistance of a Company operator to a particular person, station, department or PBX extension specified by the calling party. Where this service is available, rates and charges may be billed to the Customer's LEC calling card, calling station, called station or a designated third-party station. Calls may be dialed with or without the assistance of a Company operator.

Collect Call - A billing arrangement by which the charge for a call may be reversed provided the charge is accepted at the called service point. A collect call may be billed to a third party number. In the case of a public or semi-public coin telephone the charges must be billed to a third party number, or the call may be re-originated from the called service point.

Third-Number Billing - A billing arrangement by which a message may be charged to an authorized service point as determined by the company other than the service point originating the call or the service point where the call is terminated.

10.5.3.2 Operator Assisted Surcharges

The following surcharges will be applied on a per call basis. The surcharges below apply in addition to other applicable usage charges.

Rate Per Call:

	Qwest Region	Verizon Region
Person to Person	$3.88	$0.65
Collect Call	$6.10	$0.65
Third-Number Billing	$6.10	$0.65

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.4 Busy Verification and Interrupt Service

10.5.4.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

10.5.4.2 Rate Application

10.5.4.2.1 A Verification Charge will apply when:

a) The operator verifies that the line is busy with a call in progress, or
b) The operator verifies that the line is available for incoming calls.

10.5.4.2.2 Only an Interrupt Charge will apply when the operator verifies that a called number is busy with a call in progress and the Customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

10.5.4.2.3 No charge will apply when the calling party advises that the call is from an official public emergency agency.

10.5.4.3 Rates

Rate Per Call:

	Qwest Region	Verizon Region
Verification Charge, each request	$1.95	$1.50
Interrupt Charge, each request	$2.20	$1.70

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.5 Directory Listing Services

10.5.5.1 Directory Listing Definitions

Primary Listing - One listing, termed the primary listing, is included with each Customer's service with the primary line of a line hunting group and with each Joint User service.

Non-Listed Number B A Non-Listed Number will be furnished at the Customer's request, providing for the omission or deletion of the Customer's listing from the telephone directory. Such listings will be carried in the Company's directory assistance and other records and will be given to any calling party. Charges for a Non-Listed Number are specified in Section 10.5.5.2.

Non-Published Number - A Non-Published Number will be furnished at the Customer's request. A Non-Published Number is not listed in the telephone Company's directories, or on directory assistance records. Listing information (name, address and number) on a Non-Published Number is not available to the general public. Charges for a Non-Published Number are specified in Section 10.5.5.2.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.5 Directory Listing Services (Cont'd)

10.5.5.1 Directory Listing Definitions (Cont'd)

Additional Listing includes the following options:

Additional Listings B A listing provided in addition to the primary or main listing on a telephone service. Additional listings may be used to help locate another individual in addition to the main listed person in a dual name listing, identify employees who work for a particular business, or list another name by which a business might be known.

Foreign Listing B Where available, a listing in a telephone directory which is not in the Customer's immediate calling area. The Customer will be charged the rates specified in the Product Document published by the specific local exchange carrier providing the Foreign Listing.

Alpha Listings B After the main listing is listed numerically, an alpha listing can be provided with all or part of the numbers being represented by letters of the alphabet.

Secretarial Listings B Business listings for DID service only, for customers who do not subscribe to local exchange service but terminate on telephone answering services providing director listings to their clients.

Informational Listings B Additional material included with a primary, additional or reference listing that is necessary for the proper routing of calls. Informational Listings do not include symbols such as A@@, A#@, A.@, A/@, etc., or internet or website address information. For these, see E-Mail Address Listing B Residence and Uniform Resource Locator (URL) Address Listing - Residence.

Cross Reference - Cross -reference listing may be furnished when it is necessary to refer the directory user to another directory listing.

Caption - Listings may be indented under a caption or sub-caption at no additional charge when in the judgment of the Company, the captions will facilitate the use of these services.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.5 Directory Listing Services (Cont'd)

10.5.5.2 Directory Listing Rates

Monthly Recurring, Per Listing:	Qwest Region	Verizon Region
Primary Listing	$0.00	$0.00
Additional Listing	$5.25	$5.25
Non-Listed Number	$5.25	$5.25
Non-Published Number	$6.30	$6.30
Foreign Listing	$5.25	$5.25
Alpha Listing	$5.25	--
Secretarial Listing	$5.25	--
Informational Listing, per line of information	$5.25	--
Cross Reference	$5.25	$5.25

Non-Recurring, Per Listing:	Qwest Region	Verizon Region
Additional Listings, establish/change additional listing	$5.00	$0.00
Secretarial Listings, establish/change listing	$5.00	$0.00
Informational Listing, establish/change listing	$5.00	$0.00
Non-Published Listing, change from non-published to non-listed or vice versa	$5.00	$0.00
Non-Listed Listing, change from non-published to non-listed or vice versa	$5.00	$0.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.6 Blocking Service

10.5.6.1 General

Blocking service is a feature that permits Customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to Customers:

10.5.6.1.1 900 and 976 Blocking - Allows the subscriber to block all calls beginning with the 900 and 976 prefixes (i.e. 900-XXX-XXXX) from being placed.

a) The Company shall provide blocking, where technically feasible, at no charge on a one-time basis to all telephone subscribers.

b) The Company may charge a nonrecurring fee for each subsequent request for blocking or unblocking pay-per-call service. These charges shall be filed with the Washington Utilities and Transportation Commission.

c) A subscriber who transfers service to a new location and is served by the same local exchange carrier shall be able to maintain blocking of pay-per-call service without any additional charge to establish blocking at the new location.

d) Requests by subscribers to remove pay-per-call blocking must be in writing to the Company.

10.5.6.1.2 Involuntary Blocking of 900 and 976 Numbers B Involuntary blocking of 900 and 976 numbers may be implemented by the telephone company for failure to pay legitimate charges.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.6 Blocking Service (Cont'd)

10.5.6.1 General (Cont'd)

10.5.6.1.3 Billed Number Screening - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.

10.5.6.1.4 Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any Customer-dialed call that has a long distance charge associated with it.

Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 8XX(Toll Free), and operator assisted toll calls.

10.5.6.1.5 XXX Blocking - prevents 10XXX1+ and 10XXX011+ calls from being completed. Blocked calls will be routed to an announcement.

10.5.6.1.6 Selective Class of Call Screening - restricts long distance calls to third party and collect calls per analog PBX trunk.

10.5.6.1.7 International Blocking - Blocks calls to international numbers.

10.5.6.1.8 Individual Line Service -1+ calls and directory assistance calls will not be permitted. All local, 800-type and emergency service calls are permitted. 0-/0+ calls are permitted if alternate billing is provided (collect, third number), per line. Toll restriction may not be applied to line using this service.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.6 Blocking Service (Cont'd)

10.5.6.2 Regulations

10.5.6.2.1 The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.

10.5.6.2.2 Blocking Service is available where equipment and facilities permit.

10.5.6.3 Rates and Charges

10.5.6.3.1 Nonrecurring Charges

The following rates and charges are in addition to all other applicable rates and charges for the facilities furnished.

	Qwest Region		Verizon Region	
	Non-Recurring	Monthly Recurring	Non-Recurring	Monthly Recurring
900 and 976 Blocking (per line/trunk)	$7.50	N/A	$10.00	$0.00
Billed Number Screening (per line/trunk)	N/A	N/A	$5.00	$0.00
Toll Restriction (per line/trunk)	$24.00	$2.00	$0.00	$0.00
900 Service Access Restriction	$7.50	N/A	$10.00	$0.00
10XXX Blocking	$2.00	$0.10	$26.00	$5.00
Selective Class of Call Screening (per analog PBX trunk)	$24.00	$2.00	--	
-- International Blocking	$17.00	N/A	$0.00	$0.00
Individual Line Service	$24.00	$2.00	--	--

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.7 DID Service for Voice Grade Channels

10.5.7.1 Description

DID Service provides the Customer with Direct Inward Dialing on designated voice-grade communications channels. DID Service is to be used in connection with the Customer's Private Branch Exchange (PBX) system. Dialed digits are transmitted for all incoming calls thereby allowing the Customer's PBX system to route incoming calls directly to individual stations by Customer-assigned DID telephone number. Each trunk provisioned for DID Service is automatically configured into a Hunting Arrangement. Charges for blocks of telephone numbers assigned pursuant to the North America Numbering Plan.

10.5.7.2 Recurring and Nonrecurring Charges

Charges are in addition to Local Trunk services as described within this Product Document. Nonrecurring charges apply as described in Section 3 of this Product Document.

	Qwest Region		Verizon Region	
	Monthly Recurring	Non-Recurring	Monthly Recurring	Non Recurring
DID Trunk Termination (per Trunk configured)	$33.00	$40.00	--	--
Individual DID telephone numbers	$0.16	$1.00	--	--
Block of 20 DID numbers	5.91	--	$5.91	$0.00
Block of 100 DID numbers	25.11	--	$25.11	$0.00
Change signaling or digits outpulsed	N/A	$50.00	--	--

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.8 Reserved for Future Use

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.9 Emergency Redundancy Routing

Emergency Redundancy Routing (ERR) enables a Customer to establish an alternate routing solution when an emergency causing a communication failure or "all trunks busy" condition occurs. ERR will automatically reroute voice traffic to a number predetermined by the Customer. ERR is available with Digital PBX, Digital PBX Package, PRI Bundled Package, and True Business Total Communications and Digital Communications only.

ERR is available on a per T-1 basis , for up to four T-1s per location. ERR is available where facilities permit. The Company's ability to redirect calls is dependent on the capabilities at the back-up site for ERR and redirecting large volumes of calls is not recommended.

Customer will be charged applicable non-recurring charges and monthly recurring charges. Customers will also be charged for any applicable usage charges incurred if the predetermined number is located outside of the Central Office of the ERR enabled telephone number.

	Per T-1
Non-Recurring Charge	$250.00
Monthly Recurring Charge	$ 29.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.10 Intercept Services

General

Intercept Service provides a recorded announcement that states the line number status and a referral number, if available, for calls placed to a disconnected or changed business line number.

Intercept Service is subject to the availability of facilities.

Basic Intercept Service is provided free of charge to business customers for primary and DID numbers upon request for one year. Extensions beyond the free referral period are not available

Monthly Charge	Qwest Region	Verizon Region
Basic Intercept Service	N/C	N/C

10.5.11 Allegiance Select Usage Call Detail

Description - Call detail records associated with Allegiance's intracompany calling plan will not appear on customer invoices. These usage records will be made available to the customer upon request only and are billed per line, per service location, per billing cycle. Call detail records will be provided for all eligible lines, whether specifically requested or not. Customer must request usage records each month, and requests can be made for up to three months of prior usage.

Rates and Charges	Qwest Region	Verizon Region
Call Detail Record, per line, per service location, per billing cycle	$20.00	$20.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.5 Additional Services (Cont'd)

10.5.12 Reserved for Future Use

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services

10.6.1 General

Network Switched Services provide a Customer with a connection to the Company's switching network which enables the Customer to:

a) receive calls from other stations on the public switched telephone network;

b) access the Company's local calling service;

c) access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 8XX NPA; and access 911 service for emergency calling; and

d) access the service of providers of interexchange service. A Customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive toll free service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (1010XXX).

Network Switched Service is provided via one or more channels terminated at the Customer's premises. Each Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in this Product Document apply to all services on a one-time basis unless waived pursuant to this Product Document or a promotional or trial offering.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services

10.6.2 Service Descriptions and Rates

The following Access Service Options are offered:

Basic Local Line Service
Multi Line Service
Local Analog PBX Trunk Service
Local Digital PBX Trunk Service
Local ISDN PRI Service
Integrated Access Service

Basic Local Line Service, Multi Line Service, Local Analog PBX Trunk Service, Local Digital PBX Trunk Service, Local ISDN PRI Service, and Integrated Access Service are offered with flat rated local service. All Network Switched Service may be connected to Customer-provided terminal equipment such as station sets, multi systems, PBX systems, or facsimile machines.

Service may be arranged for two-way calling, inward calling only or outward calling only.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.1 Small Business Basic Local Line Service*

10.6.2.1.1 Description

Small Business Basic Local Line Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Small Business Basic Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF)

Directionality: Two-Way

* As of April 1, 2007, this product will only be available to current customers at their current location.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.1 Small Business Basic Business Local Line Service (Cont'd)

10.6.2.1.2 General

Flat-Rate Small Business Basic Business Local Line Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.1.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Qwest Region	Verizon Region
Small Business Basic Business Local Line Charge:	Monthly Recurring	Monthly Recurring
Per line	$68.03	$65.90

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.2 Small Business Multi Line Service*

10.6.2.2.1 Description

Small Business Multi Line Service available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Multi Line Service is provided for connection of Customer-provided multi line terminal equipment. All Small Business Multi Lines may be equipped with Touch Tone and Multi Line Hunt.

Each Small Business Multi Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone
Multifrequency (DTMF) Directionality:	Two-Way

* As of April 1, 2007, this product will only be available to current customers at their current location.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.2 Small Business Multi Line Service (Cont'd)

10.6.2.2.2 General

Flat Rate Small Business Multi Line Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.2.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge and any applicable usage charges. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Verizon Region	Qwest Region
Small Business Multi Line Charge:	Monthly Recurring	Monthly Recurring
Per line	$65.90	$68.03

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.3 Local Analog PBX Trunk Service*

10.6.2.3.1 Description

Local Analog PBX Trunk Service provides the Customer with one or more, analog voice grade telephonic communications channels which can be used to place or receive one call at a time. Local calls on two-way trunks and DOD trunks are billed on a flat rate basis. DID trunks are arranged for one-way inward calling only.

10.6.2.3.2 General

An analog PBX Trunk, provides the Customer with a single, voice-grade communications channel. Each Trunk is to be used to connect the Customer's Private Branch Exchange (PBX) systems to the Public Switched Network (PSN). Each Trunk is automatically configured into a Hunting Arrangement along with other Company-provided Trunk Services. Each Trunk will, for an additional charge, be equipped with Direct Inward Dial (DID) capability. Charges for telephone numbers assigned pursuant to the North America Numbering Plan are reflected herein.

Standard Feature(s) - Analog PBX Trunks may include Touch Tone Dialing and a Hunting Arrangement at no additional charge to the Customer. The following service arrangements are available:

One-Way Inbound, One-Way Outbound, or Two-Way

*Effective November 29, 2008, this product will be available only to current customers at their current location.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.3 Local Analog PBX Trunk Service

10.6.2.3.3 Recurring and Nonrecurring Charges

Nonrecurring charges apply as described in Section 3 of this Product Document . Analog PBX Trunks include a monthly recurring charge.

Basic Rates and Charges B

A local Trunk-Basic Customer will be charged applicable Nonrecurring Charges and Monthly Recurring Charges as specified herein.

	Qwest Region	Verizon Region
Local Analog PBX Trunk Charge: (per trunk)	Monthly Recurring	Monthly Recurring
Two Way	$26.89	$31.00
Inbound Only	$26.89	$31.00
Outbound Only	$26.89	$31.00
DID Inbound Only (includes hunting charge)	$26.94	$31.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.4 Local ISDN-PRI

10.6.2.4.1 Local ISDN-PRI Definitions

Local ISDN-PRI B Integrated Services Digital Network Primary Rate Interface (ISDN PRI) is a digital business service that provides PBX equipment and host computer access to a wide variety of switched services. These switched services include circuit switched voice (local calling, Message Toll Service, 800 and circuit switched data. Each ISDN PRI will allow connection of the aforementioned services via a single central office connection. This service allows PBX equipment and host computer type devices to connect to central office services in bulk quantity, rather than on a line by line or service by service basis.

Each ISDN PRI connection provides access from a Customer premises to the Company's circuit switched voice and circuit switched data via a 1.544 Mbps central office port termination and a 1.544 Mbps Digital Local Loop to the Customers premises. The Digital Local Loop is a DS1 with Clear Channel Capability. The rates and charges for the Loop are in addition to those for the ISDN PRI Port Connection. The central office port connection is provided in base capacities of twenty-three 64 Kbps AB@ channels and one 64 Kbps AD@ channel (23B+D). The AD@ channel is used for out-of-band signaling and control of the AB@ channels. Where technology permits, AD@ channels can be shared by multiple ISDN PRI's for the same Customer. AB@ channels can be dedicated to each circuit switched voice and circuit switched data service by type or they can be shared among service types by using the call by call feature.

Where appropriate facilities do not exist, Special Construction charges will apply, as describe within Section 7 of this Product Document.

AB@ Channel B AB@ Channel (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched voice and circuit switched data.

AD@ Channel B AD@ Channel (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control the B channels.

Out of Band Signaling B Out of Band Signaling is signaling that is separated from the channel carrying the circuit switched voice and data services.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.4 Local ISDN-PRI (Cont'd)

10.6.2.4.1 Local ISDN-PRI Definitions (Cont'd)

Call by Call for Trunk Groups B Allows the circuit switched voice and data services enabled on the ISDN PRI to share AB@ channels and arrange them as a single trunk group. This allows incoming and outgoing circuit switched voice and data calls to utilize AB@ channels on a call by call basis. Without this capability, each service will have a dedicated AB@ channel.

Incoming Calling Line Identification B All calling numbers presented to the services working on ISDN PRI can be delivered to the Customer's CPE, including calls made to Direct Inward Dialing Service telephone numbers. This feature is optioned on a per ISDN PRI Port basis only and is offered in appropriately equipped central offices.

Clear Channel Capability B The AB@ channels on the ISDN PRI are clear, since all signaling and control functions are handled by the AD@channel. This allows all 64 kbps on each AB@ channel to be used for Customer information over the ISDN PRI connection. Calls over the network may either by 56 kbps or 64 kbps depending on the public network in place between the ISDN PRI and the distant end of the call.

Digital Voice Transmission B All voice calls are transmitted using digital signaling.

Channel Configuration B Allows some or all B Channels to be dedicated to exchange and MTS, DID, or 800 Services. Multiple dedicated trunk groups can be established on the same primary port or group of primary ports.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.5 Local ISDN-PRI (Cont'd)

10.6.2.4.1 Local ISDN-PRI Definitions (Cont'd)

Direct Inward Dialing Signal B Permits incoming dialed calls from the exchange network to reach a specific number serviced by Customer-premises equipment (CPE) without the assistance of an attendant. It also provides for the unique identification of the call based on digits sent to the CPE by the central office. The central office will outpulse digits to the CPE which can further process the calls as desired.

Equal Access B Allows the Customer to preselect an Intra and Interexchange Carrier for each circuit switched voice or circuit switched data trunk group. The carrier designation can be changed for applicable charges as shown in this Product Document or other applicable Product Document s.

PRI Change Charge B All miscellaneous changes or rearrangements, per T-1.

Calling Number Identification Blocking - All Calls - All outgoing calls will be blocked for PRS customers where technically feasible as determined by the Company.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Local ISDN-PRI (Cont'd)

10.6.2.4.2 Local ISDN-PRI Recurring, Nonrecurring, and Usage Charges

Local ISDN-PRI Service Arrangement:

	Qwest Region		Verizon Region	
	Monthly Recurring	Non-Recurring	Monthly Recurring	Non-Recurring
Primary Rate Service, per T-1	$157.50	$265.33	$157.50	$265.33
Telephone Numbers Including DID, each	$ 0.15	$ 1.00	$ 0.40	$ 0.00
Per Service Configuration:				
23B+D	$861.14	$ 0.00	$861.14	$ 0.00
24B	$693.21	$ 0.00	$693.21	$ 0.00
23B+Back-up D	$693.21	$ 0.00	$693.21	$ 0.00
Calling Number Identification	$ 0.00		$ 0.00	
Calling Number Identification Blocking (blocks all calls)	$ 0.00		$ 0.00	
PRI Trunk Conversion, per B channel:				
In-Only, per trunk	$ 15.89	$ 0.00	$ 22.75	$ 0.00
Out-Only, per trunk	$ 15.89	$ 0.00	$ 22.75	$ 0.00
Two-Way, per trunk	$ 15.89	$ 0.00	$ 21.90	$ 0.00
Call-by-Call, per trunk	$ 15.89	$ 0.00		
T1/PRI Change Charge (Any changes to T1/PRI configuration or trunk group)	$ 75.00		$ 75.00	
Caller ID – Name & Number (per PRI)	$28.13		$28.13	

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.5 Local Digital PBX Trunk Service

10.6.2.5.1 Description

Local Digital PBX Trunk Service provides a Customer with connection to the Company switch via a DS1 digital local loop connection operating at 1.544 Mbps and time division multiplexed into 24 analog voice grade telephonic communications channels. Digital PBX Trunks are provided for connection of Customer-provided PBX equipment or trunk capable key systems to the Company switch. Each Digital PBX Trunk has the following characteristics:

Terminal Interface:	Channel Bank or DSX-1 panel
Signaling Type:	Ground, E&M I, II, III
Start Dial Indicator:	Immediate Wink, Delay Dial, Dial Tone
Pulse Type:	Dual Tone Multi-Frequency (DTMF)
Directionality:	In-Coming, Out-Going Only or Two Way, as specified by the Customer

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.5 Local Digital PBX Trunk Service (Cont'd)

10.6.2.5.2 General

Service to points within the local calling area is included in the charge for Local Digital PBX Trunk Service. Charges based on time periods and calendar days are provided herein.

Optional Feature(s) - DID Service capability as described in Section 10.5.7 is available. Clear Channel capability as described in within this Product Document is available. Applicable Nonrecurring charges apply as described in Section 3 of this Product Document.

10.6.2.5.3 Recurring and Nonrecurring Charges

Nonrecurring charges apply as described in Section 3 of this Product Document . Digital PBX Trunks include a monthly recurring charge.

Where appropriate facilities do not exist, Special Construction charges will also apply, as described within Section 10.7 of this Product Document.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.5 Local Digital PBX Trunk Service (Cont'd)

	Qwest Region		Verizon Region	
	Monthly Recurring	Non-Recurring	Monthly Recurring	Non-Recurring
Digital Trunking Service (provides 24 ports for DOD, DID or Two Way Trunks)				
All basic trunks or a combination of basic and advanced, per T-1	$325.00	$265.33	$300.00	$265.33
All advanced trunks, per T-1	$150.00	$265.33	$300.00	$265.33
	In addition to the above charges, usage may apply, depending upon the option selected by the Customer, as specified herein.			
	A basic trunk is a non-DID trunk. An advanced trunk is a DID trunk.			
Trunk Group Services				
Basic Trunks:				
In-Only, per trunk	$ 15.89	$ 0.00	$17.70	$ 0.00
Out-Only, per trunk	$ 15.89	$ 0.00	$17.70	$ 0.00
Two-Way, per trunk	$ 15.89	$ 0.00	$17.70	$ 0.00
Advanced Trunks, per trunk:				
In-Only w/DID	$ 15.89	$ 0.00	$17.70	$ 0.00
Out-Only	$ 15.89	$ 0.00	$17.70	$ 0.00
Trunk change charge, all changes Of individual trunks, per trunk		$ 75.00		$75.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services

10.6.2.6.1 Integrated Access Bundled Package*

Integrated Access Bundled Package provides a customer channelized high capacity (1.544 Mbps) facility[1] between a customer premises and its serving office for connection to services provided by Allegiance. Integrated Access Bundled Package allows a customer to integrate voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Product Document for multi line business service.

The customer selects a package of 12, 16, 20, or 23 voice lines for local exchange access. The balance of the facility's capacity is available for data applications. The rates herein are for the portion of the service dedicated to voice applications. Charges for non-regulated services and options will apply. Discounts for customers also subscribing to the Company's long distance service offerings may be available. The charges for voice lines are inclusive of appropriate End User Common Line Charges (EUCL), Touch Tone, and Hunting .

Customers must sign a minimum one (1) year term agreement for Integrated Access Bundled Package. Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges:

Voice Channels	12	16	20	23
Seattle (Qwest Area)	$395.95	$450.95	$505.95	$560.95
Seattle (Verizon Area)	$533.45	$615.95	$698.45	$780.95

1 Integrated Access Bundled Package will be delivered to customers over T-1 or HDSL access. The decision to use HDSL vs. T-1 is an engineering and provisioning decision made solely at the discretion of the Company and is made based on the availability of HDSL facilities. Customers who fall within reach of an Allegiance HDSL-equipped collocation may have Integrated Access delivered to them via HDSL.

*As of December 31, 2006, this product will only be available to current customers at their current location.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

10.6.2.6.1 Integrated Access Bundled Package (Cont'd)

Non-Recurring Charges:

Integrated Access Bundled Package Set-Up Fee, (Applies when ordering new Intregrated Access packages. Does not apply when upgrading or downgrading channels already established.)	$899.00
Change Charge (upgrade/downgrade Channels)	
Qwest Area	$20.00
GTE Areas	$24.25

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

10.6.2.6.2 Total Communications - 4 Line Base Package[1]

Total Communications is designed for customer that need high-speed Internet Access and have 4-20 voice channels. The base package includes 4 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Product Document for multi line business.

The customer will select a package of 4 lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, and Touch Tone Charges.

Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

Charges:
Voice Channels
Incremental Line Charge

	MRC	NRC
Qwest Areas		
Base Package	$155.98	$899.00
Incremental Lines[2]	$39.00	$48.00
Verizon Areas		
Base Package	$168.48	$899.00
Incremental Lines[2]	$42.12	$17.00

[1] This service is no longer available to new customers.

[2] NRC applies only to add additional lines to existing service.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

10.6.2.6.2 Total Communications - 4 Line Base Package[1] (Cont'd)

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

[1] This service is no longer available to new customers.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

10.6.2.6.3 Total Communications - 6 Line Base Package

Total Communications is designed for customer that need high-speed Internet Access and have 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Product Document for multi line business.

The customer will select a package of 6 lines for local exchange access. The balance of the facilities capacity is available for additional voice or data applications. Charges for nonregulated services and options will apply. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting and Touch Tone Charges.

Customer must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assess for early termination of service.

Charges:

Voice Channels Incremental Line Charge	MRC	NRC
Qwest Area		
Base Package	$234.01	$899.00
Incremental Lines*	$39.00	$48.00
Verizon Area		
Base Package	$252.72	$899.00
Incremental Lines*	$42.12	$17.00

*NRC applies only to add additional lines to existing service.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

10.6.2.6.3 Total Communications - 6 Line Base Package

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

10.6.2.6.4 Total Communications B With Digital Handoff

Total Communications with Digital Handoff is designed for customers that need high-speed Internet Access and digital signaling on 6-20 voice channels. The base package includes 6 voice channels and 256K of Internet Access. The balance of the capacity is available for additional voice or data applications. Customers may increase the amount of voice channels in one-channel increments (up to a maximum of 20 total voice channels). Total Communications integrates voice and data services on a single high capacity facility.

The customer will be responsible for the connection from the Integrated Access Device to their equipment (no connection block will be provided with this service). Customers must digitally accept all of their channels. No more than two trunk groups will be provisioned for any given circuit. No custom calling features are available with this product. The available features are the same as those available with the company's Digital PBX product.

Charges for non-regulated services and options will apply in addition to the charges referenced below. The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Hunting, Touch Tone, and LNP charges. DID Pricing is available in Section 10.5.7 of this Product Document . Customers must sign a minimum (1) year term agreement for Total Communications. Full termination liabilities are assessed for early termination of service.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.6 Integrated Services (Cont'd)

Monthly Recurring Charges:

Voice Channels Incremental Line Charge	MRC	NRC
Qwest Areas		
Base Package	$189.00	$899.00
Incremental Lines*	$30.86	$48.00
Verizon Areas		
Base Package	$276.75	$899.00
Incremental Lines*	$46.13	$17.00

Total Communications Service will be delivered to customers over T-1 or HDSL2 access. The decision to use HDSL2 vs. T-1 is an engineering and provisioning decision made solely at the discretion of the company and is made based on the availability of HDSL2 facilities. Customers who fall within the reach of an Allegiance HDSL2-equipped collocation may have Total Communications delivered to them via HDSL2.

*NRC applies only to add additional lines to existing service.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.7 Business Services Basic Business Local Line Service

10.6.2.7.1 Description

Business Services Basic Business Local Line Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Business Services Basic Lines are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Business Services Basic Business Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone Multifrequency (DTMF)
Directionality:	Two-Way

10.6.2.7.2 General

Flat-Rate Business Services Basic Business Local Line Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.7.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Qwest Region	Verizon Region
Business Services Basic Business Local Line Charge: Per line	Monthly Recurring $100.44	Monthly Recurring $102.84

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.8 Business Services Multi Line Service

10.6.2.8.1 Description

Business Services Multi Line Service is available to those customers who subscribe to other non-Basic Business Line services from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Business Services Multi Line Service is provided for connection of Customer-provided multi line terminal equipment. All Business Services Multi Lines may be equipped with Touch Tone and Multi Line Hunt.

Each Business Services Multi Line has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone
Multifrequency (DTMF) Directionality:	Two-Way

10.6.2.8.2 General

Flat Rate Business Services Multi Line Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.8.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge and any applicable usage charges. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Verizon Region	Qwest Region
Business Services Multi Line Charge:	Monthly Recurring	Monthly Recurring
Per line	$102.84	$100.44

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.9 Small Business Basic Local Line II Service

10.6.2.9.1 Description

Small Business Basic Local Line II Service is available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides a Customer with a single analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Small Business Basic Lines II are provided for connection of Customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Small Business Basic Line II has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF)

Directionality: Two-Way

10.6.2.9.2 General

Flat-Rate Small Business Basic Business Local Line II Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.9.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Qwest Region	Verizon Region
Small Business Basic Business Local Line II Charge:	Monthly Recurring	Monthly Recurring
Per line	$68.03	$65.90

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.10 Small Business Multi Line II Service

10.6.2.10.1 Description

Small Business Multi Line II Service available to those customers who subscribe to this service as the only local exchange service from the Company. This service provides the Customer with one or more analog, voice-grade telephonic communications channels which can be used to place or receive one call at a time. Small Business Multi Line II Service is provided for connection of Customer-provided multi line terminal equipment. All Small Business Multi Lines may be equipped with Touch Tone and Multi Line Hunt.

Each Small Business Multi Line II has the following characteristics:

Terminal Interface:	2-wire
Signaling Type:	Loop start
Pulse Types:	Dual Tone
Multifrequency (DTMF) Directionality:	Two-Way

10.6.2.10.2 General

Flat Rate Small Business Multi Line II Service: Calls to points within the local exchange area are provided at no charge. Local Calling areas are as specified in Section 10.10.

10.6.2.10.3 Recurring, Nonrecurring, and Usage Charges

Charges for each line include a monthly recurring service charge and any applicable usage charges. Nonrecurring charges apply as described in Section 10.3 of this Product Document .

	Verizon Region	Qwest Region
Small Business Multi Line II Charge:	Monthly Recurring	Monthly Recurring
Per line	$65.90	$68.03

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.2 Service Descriptions and Rates (Cont'd)

10.6.2.11 Digital PBX Package

The Digital PBX Package provides customers with Digital PBX service at convenient packaged rates. The package price includes all charges associated with Digital PBX Package including the Local Loop, 24 trunks, Federal Subscriber Line Charge (FSLC), and Local Number Portability (LNP) charges. Any optional features selected will be billed in addition to the Digital PBX Package rate. The Digital PBX package is not eligible for further discounts.

Monthly Recurring Charge	No Term	1 Yr. Term	2 Yr. Term	3 Yr. Term
QWEST AREAS:				
12 Channels	$423.50			
16 Channels	$495.00			
20 Channels	$561.00			
24 channels		$ 715.00	$ 660.00	$ 627.00
VERIZON AREAS:				
24 channels		$715.00	$660.00	$627.00

Non-Recurring Charges	
Package Installation Fees	$ 899.00
Trunk Change Charge	$ 50.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.6 Network Switched Services (Cont'd)

10.6.3 Integrated Services

10.6.3.1 Local Loop Expense Recoup

Applies to recoup local loop costs incurred by the Company during extended delays by the customer to install device. Once service is activated, this charge will be replaced by applicable Package Charge associated with customer's Integrated Acess or Total Communications Service.

Local Loop Expense Recoup, Per Month	$200.00

10.6.3.2 Inside Wiring Overage Charge

Applies to recoup wiring expenses associated with the installation of Integrated Access and Total Communication Services over $899.00 (Variable charge – per installation).

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.7 Special Arrangements

10.7.1 Special Construction

10.7.1.1 General

Subject to the agreement of the Company and to all of the regulations contained in this Product Document, special construction of Company Facilities may be undertaken by the Company on a reasonable-efforts basis at the request of the Customer. Special Construction is that construction undertaken:

10.7.1.1.1 where facilities are not presently available, and there is no other requirement for the facilities so constructed; or

10.7.1.1.2 of a type other than that which the Company would normally utilize in the furnishing of its services; or

10.7.1.1.3 over a route other than that which the Company would normally utilize in the furnishing of its services; or

10.7.1.1.4 in a quantity greater than that which the Company would normally construct;

10.7.1.1.5 on an expedited basis; or

10.7.1.1.6 on a temporary basis until permanent facilities are available;

10.7.1.1.7 involving abnormal costs; or

10.7.1.1.8 in advance of its normal construction; or

10.7.1.1.9 when the Company furnishes a facility or service for which a rate or charge is not specified in this Company's Product Documents.

10.7.1.2 Customer Acceptance

Rates and charges for special construction shall be determined and presented to the Customer for its approval prior to the start of construction. No construction will commence until and unless the Customer accepts in writing the rates and charges as presented by the Company.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.7 Special Arrangements (Cont'd)

10.7.1 Special Construction (Cont'd)

10.7.1.3 Cost Computation

Special Construction costs may include one or more of the following items to the extent that they are applicable:

10.7.1.3.1 The installed cost of the facilities to be provided including estimated costs for the rearrangements of existing facilities. The installed cost includes but may not be limited to the cost of:

a) equipment and materials provided or used;
b) engineering, labor and supervision;
c) transportation;
d) rights of way; and
e) shipping and delivery.

10.7.1.3.2 cost of maintenance;

10.7.1.3.3 depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;

10.7.1.3.4 administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;

10.7.1.3.5 license preparation, processing and related fees;

10.7.1.3.6 price list preparation, processing and related fees;

10.7.1.3.7 any other identifiable costs related to the facilities provided; or

10.7.1.3.8 an amount for return and contingencies.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.7 Special Arrangements (Cont'd)

10.7.1 Special Construction (Cont'd)

10.7.1.4 Termination Liability

To the extent that there is no other requirement for use by the Company and where the Company cannot fully recover its cost(s) if the Customer disconnects a specially-constructed facility or service, a termination liability shall apply for facilities specially constructed at the request of the Customer.

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

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

a) Installed cost of the facilities provided including estimated costs for rearrangements of existing facilities and/or construction of new facilities as appropriate, less net salvage. The installed cost includes but may not be limited to the cost of:

1) equipment and materials provided or used;
2) engineering, labor and supervision;
3) transportation;
4) rights of way; and
5) shipping and delivery.

b) license preparation, processing and related fees;
c) price list preparation, processing and related fees;
d) cost of removal and restoration, where appropriate; and
e) any other identified costs related to the specially constructed or rearranged facilities.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.7 Special Arrangements (Cont'd)

10.7.1 Special Construction (Cont'd)

10.7.1.4 Termination Liability (Cont'd)

10.7.1.4.3 Calculating Termination Charges B Termination charges shall be computed in accordance with Product Document regulations in Section 10.7.1.4.1. and 10.7.1.4.2. or contractual agreements in effect. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth herein by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined herein shall be adjusted to reflect the re-determined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

10.7.2 Non-routine Installation and/or Maintenance

At the Customer's request, non-routine installation may be provided by the Company. Non-routine installation may include, but not be limited to installation and/or maintenance performed outside the Company's regular business hours, , on an expedited basis outside of the standard installation intervals, or (at the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. The Customer will be charged a non-recurring charge to recover these costs incurred by the Company. Where an expedited installation due date is requested, these charges will be applied even if installation is not completed by the expedited installation due date. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.8 Miscellaneous Charges

10.8.1 Public Telephone Surcharge

In order to recover the Company's expenses to comply with the FCC's pay telephone compensation plan effective on October 7, 1997 (FCC 97-371), an undiscountable per call charge is applicable to all intrastate calls that originate from any pay telephone used to access Company provided services. This surcharge, which is in addition to standard Product Document usage charges and any applicable service charges and surcharges associated with service, applies for the use of the instrument used to access Company provided service and is unrelated to the service accessed from the pay telephone.

Pay telephones include coin-operated and coinless phones owned by local telephone companies, independent companies and interexchange carriers. The Public Pay Telephone Surcharge applies to the initial completed call and any reoriginated call (e.g., using the "#" symbol). The Public Pay Telephone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for service by inserting coins during the progress of the call.

Whenever possible, the Public Pay Telephone Surcharge will appear on the same invoice containing the usage charges for the surcharged call. In cases where proper pay telephone coding digits are not transmitted to the Company prior to completion of a call, the Public Pay Telephone Surcharge may be billed on a subsequent invoice after the Company has obtained information from a carrier that the originating station is an eligible pay telephone.

Per Call	Qwest Region	Verizon Region
Surcharge	$0.50	$0.50

10.8.2 Reserved for Future Use

10. Service Descriptions – Category Two Service Plans (Cont'd)
10.9 Bundled Packages

10.9.1 True Business Solutions℠

The True Business Solutions℠ bundled package[1 2] is a group of our most essential services and products with one flat rate. The package rate includes all applicable charges listed below, excluding tax. Upgrade packages are available to include additional features or incremental lines.

Base Package Includes
Three (3) business lines
Touch-tone
Hunting
Unlimited Local Calls
1500 IntraLATA Minutes
200 Long Distance Minutes per location (Additional minutes can be purchased)
Choice of six (6) features on each line from the You Choose feature package options

	One Year Term	Two Year Term	Three Year Term
Qwest	$ 341.70	$ 325.76	$316.64
Verizon	$ 341.70	$ 325.76	$316.64

Incremental Line Package Includes
One (1) line
Touch-tone
Hunting
Unlimited Local Calls
500 LATA Minutes
200 Long Distance Minutes per location (Additional minutes can be purchased)
Choice of six (6) features on each line from the You Choose feature package options

	One Year Term	Two Year Term	Three Year Term
Qwest	$ 100.21	$ 100.21	$100.21
Verizon	$ 100.21	$ 100.21	100.21

True Business Long Distance Bucket[4 5] (All Rate Groups)

	Incremental Charge	Overage
200 Minute Long Distance Bucket	$ 0.00	$ 0.069
500 Minute Long Distance Bucket	$ 13.75	$ 0.069
1500 Minute Long Distance Bucket	$ 57.50	$ 0.069
2500 Minute Long Distance Bucket	$ 90.00	$ 0.049

	Qwest	Verizon
Basic Package Installation Fees (Non-Recurring)	$ 108.00	$ 38.25
Incremental Line Package Installation Fees (NRC)	$36.00	$12.75
Feature Package Installation Fees (Non-Recurring)	No Charge	No Charge

1 True Business Solutions℠ is not eligible for further discounting.2 Allegiance Telecom must be selected as the LATA and Long Distance Service provider.3 Please Reference Section 11.4 in this Product Document document for the You Choose Feature Package.4 The pricing listed is in addition to the True Business base package which includes 200 minutes of long distance. The incremental price will be paid for additional minutes.5 The overage rate is applied if the customer goes over allotted minutes and is billed in 6-second increments with an 18 second minimum.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.9 Bundled Packages (Cont'd)

10.9.2 PRI Bundled Package

The PRI Bundled Package provides eligible[1] customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

PRI Bundled Package	Monthly Recurring
Qwest	$ 943.65
Verizon	$ 943.65

10.9.3 You Choose Feature Package

The You Choose Feature Package is a bundled package allowing customers toselect six (6) of the features listed below with one flat rate. The package rateincludes all applicable charges excluding tax. The You Choose Feature Packageis available to all product subscribers while True Business Solution[SM] subscribers receive this package at no additional cost.

	One Year Term	Two Year Term
You Choose Features Package		
Qwest	$ 9.00	$ 8.00
Verizon	$ 10.00	$ 8.00

Feature Options Include:
Caller Identification Name and Number
Remote Access to Call Forwarding
Call Forwarding Variable
Call Waiting/Cancel Call Return
Three way Calling
Speed Dial 8
Speed Dial 30
Auto Redial
Call Forwarding – Busy/Don't Answer
Call Forwarding – Busy

1 Eligibility for the PRI Bundled Package includes the purchase of a full PRI (23B+D or 24B channels), a two (2) year term agreement and a monthly revenue commitment of $500.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.9 Bundled Packages (Cont'd)

10.9.4 True Business Total Communications and Digital Total Communications[1] *

Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Product Document for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package[2].

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package[2]. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Package pricing is determined by the contract length (one-year or two-year term). Full termination liabilities are assessed for early termination of service.

Monthly Recurring Charges, Qwest	One Year Term	Two Year Term
Voice Package Price	$ 215.87	$ 194.00
Incremental Line Price	$ 35.98	$ 32.33

Monthly Recurring Charges, Verizon	One Year Term	Two Year Term
Voice Package Price	$ 233.69	$ 210.20
Incremental Line Price	$ 38.95	$ 35.03

Non-Recurring Charges	
Base Package Installation Fees	$199
Incremental Voice Line Package Installation Fees3	$ 20

[1] True Business Total Communications and Digital Total Communications is not eligible for further discounting.

[2] Please Reference Section 10.9.3 in this Product Document document for the You Choose Feature Package.

[3] Applies to add incremental lines to existing service.

*As of December 31, 2006, this product will only be available to current customers.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.9 Bundled Packages (Cont'd)

10.9.5 PRI Bundled Package #2

The PRI Bundled Package provides eligible customers with ISDN-PRI service at convenient packaged rates. The package price includes all charges associated with PRI service including, Local Loop, PRI Interface and 24 channels. Any optional features selected will be billed in addition to the PRI Bundled Package rate. The PRI Bundled package is not eligible for further discounts.

	Qwest Per Package Charges One Year Term	Two Year Term	Three Year Term	
Monthly Recurring	$1,332.71	$ 1,230.19	$ 1,168.68	
	Non-Recurring	$ 500.00	$ 500.00	$ 500.00

	Verizon Per Package Charges One Year Term	Two Year Term	Three Year Term
Monthly Recurring	$ 1,332.71	$ 1,230.19	$ 1,168.68
Non-Recurring	$ 500.00	$ 500.00	$ 500.00

Optional Features	MRC
Caller ID Name & Number	$ 75.00

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.9 Bundled Packages (Cont'd)

10.9.5 True Business Total Communications and Digital Total Communications #2[1] *

True Business Total Communications and Digital Total Communications is designed for customers who need high-speed Internet Access and have a minimum of 6 voice channels. True Business Total Communications integrates voice and data services on a single high capacity facility. The service characteristics and capabilities of the voice services described in this Section are as described in this Product Document for multi line business.

The True Business Total Communications Base Package includes 6 voice channels, 512K of Internet Access, unlimited local calling, 3000 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package[2].

Customers may increase the number of voice channels in one-channel increments (up to a maximum of 23 total voice channels). Incremental voice lines include unlimited local calling, 500 minutes of IntraLATA calling, and choice of 6 features per line from the You Choose Feature Package. The data speed may be increased in 64K increments.

The charges for voice lines are inclusive of appropriate End User Common Line (EUCL), Local Number Portability (LNP), Primary Interexchange Carrier Charges (PICC), Hunting, and Touch Tone charges.

Customers must sign a minimum (1) year term agreement for True Business Total Communications. Full termination liabilities are assessed for early termination of service.

	Qwest Monthly Recurring Charge One Year Term	Two Year Term	Three Year Term
Voice Package Price	$ 242.60	$ 210.20	$ 202.10
Incremental Line Price	$ 40.43	$ 35.03	$ 33.68

	Verizon Monthly Recurring Charge One Year Term	Two Year Term	Three Year Term
Voice Package Price	$ 258.80	$ 226.40	$ 218.30
Incremental Line Price	$ 43.13	$ 37.73	$ 36.38

Non-Recurring Charges	
Base Package Installation Fees	$ 199.00
Incremental Voice Line Package Installation Fees[3]	$ 20.00

1 True Business Total Communications and Digital Total Communications pricing is contributory but not eligible for discount on the Independence Plan. True Business Total Communications and Digital Total Communications pricing is not eligible for discount on the Standard Plan. 2 Please Reference Section 10.9.3 in this Product Document document for the You Choose Feature Package. 3 Applies to add incremental lines to existing service.

*As of December 31, 2006, this product will only be available to current customers.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.10 Promotional Offerings

10.10.1 Three Free Month Promotion

Beginning August 13, 2005 and ending October 31, 2005, the Company will offer the following promotion to new customers and existing customers who sign-up for a new two or three year term or commitment. Company will credit one month of Customer's Monthly Recurring Charges for each year of its new commitment on the following products: ISDN PRI, Digital PBX / Digital Switched T-1 Service, XOptions (7, 13, 15, & 16), True Business Total Communications and True Business Total Communications & Digital Total Communications.

The credited month of service will be applied as follows:

Commitment	Credited Months of Service
2 Year Term	13th and 25th Month
3 Year Term	13th, 25th, and 37th Month

The credited month is defined as the applicable monthly recurring charge (MRC) for the product(s) selected by the Customer, it does not include usage, taxes, user fees, or surcharges. The credited month(s) will appear as an automatic credit on the Customer's account. All of the Customer's terms and conditions for the selected service apply to the credited month of service. This promotion may not be combined with any other promotion.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans

The Company's pricing structure offers discounts on its monthly recurring charges based upon a non-term plan (month to month) or term plan agreement as specified by the Customer. A Customer may select a monthly, one-year, or two-year plan period, which defines the Customer's fixed percentage discount as follows:

Monthly Plan	10% Discount
One-year Term Plan	15% Discount
Two-year Term Plan	20% Discount

Discounts are applied to the base rates identified in this Product Document.. The minimum discount rate of 10% applies to Customers utilizing the Company's services on a month to month basis and where a predetermined term plan has not been indicated. Upon selecting a term plan, the Customer agrees to fulfill the minimum time requirement of the contract, which will commence when service is initiated. A Customer may increase the term period of the contract at any time, thus increasing the rate of the discount applicable to the Customer's service arrangement.

The Company's pricing structure also offers a 25% discount on non-recurring charges applicable to the Customer's specific service options.

Customers who make a monthly revenue commitment for Allegiance services will receive the associated rate indicated within this Product Document. All services billed by the Company, including local and long distance services, will contribute to the monthly revenue commitment. If the customer does not meet their monthly revenue commitment, the customer will be invoiced for the difference.

Customers who terminate services (except Integrated Services) prior to fulfilling their term commitment may be assessed a termination liability fee in an amount equal to the monthly revenue commitment level multiplied by the number of months remaining in their term. Customers who terminate Integrated Services (Integrated Access and Total Communications) prior to fulfilling their term agreement may be assessed termination liability fee equal to the monthly recurring charges multiplied by the number of months remaining in the term agreement. The termination liability will be billed in one lump sum. Customers will not incur a termination liability fee if they: (1) agree to sign a new term plan agreement for a period equal to or greater than the time remaining in their current plan; and (2) commit to a monthly revenue commitment level equal to or greater than their current minimum monthly commitment level.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans (Cont'd)

The following services and/or charges are not eligible for discounted pricing:

End User Common Line charge
End User Port Charge
Integrated Services*
Directory Assistance
Operator Services
Usage Sensitive Features
Switched and Dedicated Toll Free Service
Public/Pay Telephone Surcharge
Switched and Dedicated Long Distance
Account Setup Fee
Telephone Number Change Charge
Record Change Charge
Primary Service Order Charge
Secondary Service Order Charge
Restoral Charge
Presubscription-2 (PIC)
T1/PRI Change Charge

Services provided on a resale basis receive a 10% discount on monthly recurring and non-recurring charges. These discounts apply regardless of the term period selected.

*Line and data services only. Discounted pricing still applies to features and applicable usage.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans (Cont'd)

10.11.1 Independence Plan Discount Pricing Promotion

The Independence Plan will offer three (3) levels of discounts to its customers based on the number of features, revenue volume and revenue commitments.

Level 1 - Independence Plan Feature Discounts

The Independence Plan Feature Discount will discount features based on thenumber of features subscribed to a line. List rates will be established for Custom Calling features at the market level. Independence Plan Feature Discounts are determined at a line level based on the number of eligible features that are subscribed to on the individual line. This discount is applied before any other discounts.

Number of Customer Calling Features on a Line	Feature Discount
2	20%
3	30%
4 or more	40%

Custom Calling Features	Contributory	Eligible
Caller ID options	Yes	Yes
Call Forwarding options	Yes	Yes
Call Waiting	Yes	Yes
Call Return	Yes	Yes
Auto Redial	Yes	Yes
Three Way Calling	Yes	Yes
Speed Dial options	Yes	Yes
Distinctive Ring	Yes	Yes
Anonymous Call Rejection	No	No
Selective Blocking (Per Call)	No	No
Complete Blocking (Per Line)	No	No
Call Transfer	No	No
Message Waiting Indicator	No	No

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans (Cont'd)

10.11.1 Independence Plan Discount Pricing Promotion (Cont'd)

Level 2 - Independence Plan Volume Discounts

The length of the term commitment determines the retroactive (per invoice cycle)volume discount schedule. Total contributory services under the Customer Master Account Level are to be aggregated during the billing cycle, to determine theearned discount percentage. The earned discount percentage will be applied to alleligible billing to determine The Independence Plan Volume Discounts earned. Product discounts are determined after feature discounts are applied.

Total Monthly Charges	**One-Year Term**	**Two-Year Term**
$100.01- $149.99	10%	15%
$150.00 - $299.99	13%	18%
$300.00 - $599.99	15%	20%
$600.00 - $1199.99	17%	22%
$1,200.00 - $2,399.99	19%	24%
$2,400.00 - $3,699.99	21%	26%
$3,700.00 - $5,599.99	23%	28%
$5,600.00 +	25%	30%

Products and Services	**Contributory**	**Eligible**
Dedicated Internet Access Services	Yes	Yes
Total Communications – Base Package	Yes	No
Total Communications – Incrementals	Yes	No
Integrated Access Channel Packages	Yes	No
Business Line and Analog PBX Trunk	Yes	Yes
Digital PBX Service	Yes	Yes
Digital PBX Package	Yes	No
ISDN PRI Service	Yes	Yes
ISDN PRI Package (Promo)	Yes	No
Remote Call Forwarding (RCF)	Yes	Yes
Voice Mail	Yes	Yes
Custom Calling Features	Yes	Yes
Directory Listing Services	Yes	Yes
Usage Sensitive Services	Yes	Yes
Operator Services	Yes	Yes
Wire Maintenance Plan	Yes	Yes
Toll Blocking Options	Yes	Yes
Local Usage	Yes	Yes

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans (Cont'd)

10.11.1 Independence Plan Discount Pricing Promotion (Cont'd)

Level 2 - Independence Plan Volume Discounts , cont'd.

Products and Services	**Contributory**	**Eligible**
InterLATA Usage	Yes	No
IntraLATA Usage	Yes	Yes
Toll Free	Yes	No
Service Order Charges	No	No
Installation Charges	No	No
Promotional Installation Charges	No	No
International Usage	Yes	No
Local Number Portability	Yes	No
No Primary Interexchange Carrier – Primary Interexchange Carrier Charge	No	No
End User Common Line Charge	Yes	No
Account Set Up Charge	No	No
Taxes	No	No
Universal Service Fund	No	No
Local Call Detail Charge	Yes	Yes
Allegiance Internet Services	Yes	Yes
Allegiance Select Usage	No	No
Individual Case Basis	Yes	No
Other	TBD	TBD

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.11 Discounted Term Pricing Plans (Cont'd)

10.11.1 Independence Plan Discount Pricing Promotion (Cont'd)

Level 3 - Independence Plan Customer Revenue Commitment Discounts

Customer has the option to make a monthly-billed revenue guarantee, and receive an additional discount off net total billing for the invoice cycle, before the application of any taxing elements.

Customer Level Commitment	
$500	3%
$1000	4%
$1500	5%
$2000	6%
$2500	7%

Customer Level Commitments are measured at the Customer Master Account level, governing all invoices and service locations associated with the customer master service agreement. This discount is to be applied to the net total invoiced charges before the application of any taxing elements for the billing cycle, after all other product charges and/or discounts are applied. Any Allegiance Select usage will NOT contribute to the Customer Level Commitment discount.

If customer does not meet the revenue commitment, a shortfall penalty will be assessed, and no further discounting will be applied. At the time a multi-location customer agrees to a customer revenue commitment, the customer must determine which location will be billed the shortfall amount.

If customer's total billing (before application of taxing elements) for the invoice cycle does not meet the revenue commitment after the Independence Plan Customer Revenue Commitment Discounts are applied, NO shortfall penalty will be assessed. For example, a customer agrees to a $500 revenue commitment and after all the applicable discounts are applied the customer's invoice amount is $510. Since they reached their minimum revenue commitment they qualify for an additional 3% ($15.30). When you subtract the discount from the total invoice the customer's billable amount is now $494.70. Though their total billable amount (after all discounts) falls below their commitment we will not charge them a shortfall since it was the discount that took them below.

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.12 Historic Invoices

The Company will furnish, upon Customer's request, copies of invoices which were originally issued to the Customer more than thirteen months prior to the request or copies of invoices that are available on-line, but that customer does not wish to retrieve from the available on-line system. Customers can request the invoice in one of two formats: electronic copy (portable data file/.pdf) or CSV/CD of Call Detail Record. Customer will be charged based on the format requested and on a per invoice basis.

Format	**Rate Per Invoice**
Electronic	$10.00
CSV/CD of CDR	$25.00

10.13 Supplemental Change Charge

Customers will be assessed a Supplemental Change Charge when a change is requested to an installation Service Order in progress. This non-recurring charge will be based on the total monthly recurring charges for the Service Order and the time at which the change was requested during the order process. These charges are outlined below:

	NON-RECURRING CHARGES		
	Timeframe of Change Request		
Monthly Recurring Charge Range	Within 2 Business Days of Order Acceptance	On or after 3rd Business Day after Order Acceptance and up to the 5th Business Day Prior to Due Date	Within 5 Business Days of Due Date
Up to $500.99	$0.00	$100.00	$200.00
$501.00 to $2,000.99	$0.00	$200.00	$350.00
$2,001.00 and Up	$0.00	$300.00	$500.00

Changes made to Service Orders in progress may result in a change to the order due date. If the Customer requests to keep the original due date additional, charges may also apply as outlined in Section 2.1.7.

10.14 Administrative Service Charge

The Administrative Service Charge is being applied to help recover administration and system support costs associated with providing and improving quality of customer service. The Administrative Service Charge will be applied as follows:

	Per Billing Invoice
Monthly Recurring Charge	$12.50

10. Service Descriptions – Category Two Service Plans (Cont'd)

10.15 Service Extension Charge

A Service Extension Charge will be assessed when a customer requests and XO agrees to provide services at a location beyond XO's demarcation point. This non-recurring charge will be applied to the first and each additional circuit as outlined below:

	NON-RECURRING CHARGES	
Type of Circuit	**First Circuit**	**Each Additional Circuit**
Less Than or Equal to a DS1 (1.544 Mbps)	$ 325.00	$ 80.00
More Than a DS1 (1.544 Mbps) and Less Than or Equal to a DS3 (44.736 Mbps)	$ 550.00	$ 550.00

Effective January 31, 2020, the services in this product document are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits.

Effective November 30, 2020, the services in this product document are withdrawn for all Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and secondary schools and colleges/universities). A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement service or for complex services that the Company determines require additional time to complete the disconnection of all circuits. (N) (N)

11. Contract Tariffs

11.1 Contract Tariff Option 101

11.1.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 101:

Rate/Service Element	Tariff Section
Small Business Basic Business Line I	4.1.1.3
ISDN-PRI Service	4.1.3
Business Services Basic Business Line I	4.1.22
Small Business Basic Business Line II	4.1.23
Business Services Basic Business Line II	4.1.24

11.1.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 101:

The customer must subscribe to this Option 101 by submitting a written authorization in a manner designated by the Company during the period from March 15, 2015 through July 31, 2015 (the "Subscription Period");

The customer must order new installations of at least one of the following services listed above in Section 11.1.1.

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 101, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 101.

11.1.3 Service Period: The Service Period subscribed to under this Option 101 is one, two, or three years and Company and Customer must agree on the service period prior to commencement of service. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.1.4 Terms and Conditions

A. Except as set forth in this Option 101, the rates, terms and conditions set forth in the sections listed for the Subscribed Services shown in Section 11.1.1 will apply for the Subscribed Service.

11. Contract Tariffs. (Cont'd)

11.1 Contract Tariff Option 101. (Cont'd)

11.1.4 Terms and Conditions. (Cont'd)

B. The discount set forth in 11.1.5 will be applied to the products outlined in Section 11.1.1 above in use beginning March 15, 2015 with the rates discounted as set forth in Sections 11.1.5 that is subscribed to in this Option 101.

C. Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection, the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 101 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11.1.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 101:

A. Service

Rate/Service Element	Tariff Section	Discount Percentage
Small Business Basic Business Line I	4.1.1.3	4.3%
ISDN-PRI Service	4.1.3	4.3%
Business Services Basic Business Line I	4.1.22	4.3%
Small Business Basic Business Line II	4.1.23	4.3%
Business Services Basic Business Line II	4.1.24	4.3%

11. Contract Tariffs. (Cont'd)

11.2 Contract Tariff Option 102

11.2.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 102:

Rate/Service Element	Tariff Section
Small Business Basic Business Line I	4.1.1.3
ISDN-PRI Service	4.1.3
Business Services Basic Business Line I	4.1.22
Small Business Basic Business Line II	4.1.23
Business Services Basic Business Line II	4.1.24

11.2.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 102:

The customer must subscribe to this Option 102 by submitting a written authorization in a manner designated by the Company during the period from March 15, 2015 through April 28, 2015 (the "Subscription Period");

In order to be eligible for this contract, Customer's most recent prior month's invoice's total Monthly Recurring Charges must have increased on its current invoice from its December 2014 invoice by more than three (3) percent due to an increase in its rates.

The customer must enter into a new one, two, or three year term contract for the discounted service that is at least twelve months longer than the length of service remaining on their current contract for the services being discounted.

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 102, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 102.

11.2.3 Service Period: The Service Period for the Subscribed Services under this Option 102 is calculated as explained in 11.2.2.C above. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11. Contract Tariffs. (Cont'd)

11.2 Contract Tariff Option 102, (Cont'd)

11.2.4 Terms and Conditions, (Cont'd)

Except as set forth in this Option 102, the rates, terms and conditions set forth in Sections listed for the Subscribed Services in 11.2.1 apply for the Subscribed Services.

The discount set forth in 11.2.5 will be applied to the Subscribed Services in use beginning as indicated in customer's new service order.

Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection 11.2.4.C. the customer's subscription to the service will continue in accordance with option (2).

If a service subscribed to in this Option 102 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11.2.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 102:

A. Service

Rate/Service Element	Tariff Section	Discount Percentage
Small Business Basic Business Line I	4.1.1.3	4.3%
ISDN-PRI Service	4.1.3	4.3%
Business Services Basic Business Line I	4.1.22	4.3%
Small Business Basic Business Line II	4.1.23	4.3%
Business Services Basic Business Line II	4.1.24	4.3%

11. Contract Tariffs. (Cont'd)

11.3 Contract Tariff Option 103

11.3.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 103:

Rate/Service Element	Section
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18
Deluxe XOptions #5	4.1.8.5, 9.11.3
Deluxe XOptions #6	4.1.8.6, 9.11.4
Deluxe XOptions #7	4.1.8.7
Deluxe XOptions #15	4.1.8.12, 9.11.7
Deluxe XOptions #16	4.1.8.13
XOptions #5	9.5.5
XOptions #6	9.5.6
XOptions #7	9.5.7
XOptions #15	9.5.15
XOptions #16	9.5.16
Premium XOptions #5	9.8.5
Premium XOptions #6	9.8.6
Premium XOptions #7	9.8.7
Premium XOptions #15	9.8.15
Premium XOptions #16	9.8.16
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18

11.3.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 103:

The customer must subscribe to this Option 103 by submitting a written authorization in a manner designated by the Company during the period from March 15, 2015 through July 31, 2015 (the "Subscription Period");

B. The customer must order new installations of at least one of the following services listed above in Section 8.3.1. The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 103, unless the later date is designated by the Company.

11. Contract Tariffs. (Cont'd)

11.3 Contract Tariff Option 103, (Cont'd)

11.3.2 Eligibility, (Cont'd)

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 103, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 103.

11.3.3 Service Period: The Service Period subscribed to under this Option 103 is one, two, or three years and Company and Customer must agree on the service period prior to commencement of service. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.3.4 Terms and Conditions

A. Except as set forth in this Option 103, the rates, terms and conditions set forth in the sections listed for the Subscribed Services shown in 11.3.1 will apply for the Subscribed Service.

B. The discount set forth in 11.3.5 will be applied to the products outlined in Section 11.3.1 above in use beginning March 15, 2015 with the rates discounted as set forth in Section 11.3.5 that is subscribed to in this Option 103.

Upon completion of the applicable Service Period, the customer must choose one of the following options:

(1) discontinue service without termination liability; or

(2) select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection, the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 103 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11. Contract Tariffs. (Cont'd)

11.3 Contract Tariff Option 103, (Cont'd)

11.3.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 103:

A. Service

Rate/Service Element	Section	Discount
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%
Deluxe XOptions #5	4.1.8.5, 9.11.3	4.3%
Deluxe XOptions #6	4.1.8.6, 9.11.4	4.3%
Deluxe XOptions #7	4.1.8.7	4.3%
Deluxe XOptions #15	4.1.8.12, 9.11.7	4.3%
Deluxe XOptions #16	4.1.8.13	4.3%
XOptions #5	9.5.5	4.3%
XOptions #6	9.5.6	4.3%
XOptions #7	9.5.7	4.3%
XOptions #15	9.5.15	4.3%
XOptions #16	9.5.16	4.3%
Premium XOptions #5	9.8.5	4.3%
Premium XOptions #6	9.8.6	4.3%
Premium XOptions #7	9.8.7	4.3%
Premium XOptions #15	9.8.15	4.3%
Premium XOptions #16	9.8.16	4.3%
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%

11. Contract Tariffs. (Cont'd)

11.4 Contract Tariff Option 104

11.4.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 104:

Rate/Service Element	Section
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18
Deluxe XOptions #5	4.1.8.5, 9.11.3
Deluxe XOptions #6	4.1.8.6, 9.11.4
Deluxe XOptions #7	4.1.8.7
Deluxe XOptions #15	4.1.8.12, 9.11.7
Deluxe XOptions #16	4.1.8.13
XOptions #5	9.5.5
XOptions #6	9.5.6
XOptions #7	9.5.7
XOptions #15	9.5.15
XOptions #16	9.5.16
Premium XOptions #5	9.8.5
Premium XOptions #6	9.8.6
Premium XOptions #7	9.8.7
Premium XOptions #15	9.8.15
Premium XOptions #16	9.8.16
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18

11.4.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 104:

The customer must subscribe to this Option 104 by submitting a written authorization in a manner designated by the Company during the period from March 15, 2015 through April 28, 2015 (the "Subscription Period");

B. In order to be eligible for this contract, Customer's most recent prior month's invoice's total Monthly Recurring Charges must be have increased on its current invoice from its December 2014 invoice by more than three (3) per cent due to an increase in its rates.

11. Contract Tariffs. (Cont'd)

11.4 Contract Tariff Option 104, (Cont'd)

11.4.2 Eligibility: (Cont'd)

C. The customer must enter into a new one, two, or three year term contract for the discounted service that is at least twelve months longer than the length of service remaining on their current contract for the services being discounted.

D. The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 104, unless the later date is designated by the Company.

E. The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 104.

11.4.3 Service Period: The Service Period for the Subscribed Services under this Option 104 is calculated as explained in 11.4.2.C above. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.4.4 Terms and Conditions

A. Except as set forth in this Option 104, the rates, terms and conditions set forth in the Sections listed for the Subscribed Services in 11.4.1 apply for the Subscribed Services.

B. The discount set forth in 11.4.5 will be applied to the Subscribed Services in use beginning as indicated in customer's new service order.

C. Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection 11.4.4.C. the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 104 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11. Contract Tariffs. (Cont'd)

11.4 Contract Tariff Option 104, (Cont'd)

11.4.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 104:

Service

Rate/Service Element	Section	Discount
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%
Deluxe XOptions #5	4.1.8.5, 9.11.3	4.3%
Deluxe XOptions #6	4.1.8.6, 9.11.4	4.3%
Deluxe XOptions #7	4.1.8.7	4.3%
Deluxe XOptions #15	4.1.8.12, 9.11.7	4.3%
Deluxe XOptions #16	4.1.8.13	4.3%
XOptions #5	9.5.5	4.3%
XOptions #6	9.5.6	4.3%
XOptions #7	9.5.7	4.3%
XOptions #15	9.5.15	4.3%
XOptions #16	9.5.16	4.3%
Premium XOptions #5	9.8.5	4.3%
Premium XOptions #6	9.8.6	4.3%
Premium XOptions #7	9.8.7	4.3%
Premium XOptions #15	9.8.15	4.3%
Premium XOptions #16	9.8.16	4.3%
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%

11. Contract Tariffs

11.5 Contract Tariff Option 105

11.5.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 105:

Rate/Service Element	Tariff Section
Small Business Basic Business Line I	4.1.1.3
ISDN-PRI Service	4.1.3
Business Services Basic Business Line I	4.1.22
Small Business Basic Business Line II	4.1.23
Business Services Basic Business Line II	4.1.24

11.5.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 105:

The customer must subscribe to this Option 105 by submitting a written authorization in a manner designated by the Company during the period from August 1, 2015 through December 31, 2015 (the "Subscription Period");

The customer must order new installations of at least one of the following services listed above in Section 11.5.1.

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 105, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 105.

11.5.3 Service Period: The Service Period subscribed to under this Option 105 is one, two, or three years and Company and Customer must agree on the service period prior to commencement of service. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.5.4 Terms and Conditions

A. Except as set forth in this Option 105, the rates, terms and conditions set forth in the sections listed for the Subscribed Services shown in Section 11.5.1 will apply for the Subscribed Service.

11. Contract Tariffs. (Cont'd)

11.5 Contract Tariff Option 105. (Cont'd)

11.5.4 Terms and Conditions. (Cont'd)

B. The discount set forth in 11.5.5 will be applied to the products outlined in Section 11.5.1 above in use beginning August 1, 2015 with the rates discounted as set forth in Sections 11.5.5 that is subscribed to in this Option 105.

C. Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection, the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 105 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11.5.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 105:

A. Service

Rate/Service Element	Tariff Section	Discount Percentage
Small Business Basic Business Line I	4.1.1.3	4.3%
ISDN-PRI Service	4.1.3	4.3%
Business Services Basic Business Line I	4.1.22	4.3%
Small Business Basic Business Line II	4.1.23	4.3%
Business Services Basic Business Line II	4.1.24	4.3%

11. Contract Tariffs. (Cont'd)

11.6 Contract Tariff Option 106

11.6.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 106:

Rate/Service Element	Tariff Section
Small Business Basic Business Line I	4.1.1.3
ISDN-PRI Service	4.1.3
Business Services Basic Business Line I	4.1.22
Small Business Basic Business Line II	4.1.23
Business Services Basic Business Line II	4.1.24

11.6.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 106:

The customer must subscribe to this Option 106 by submitting a written authorization in a manner designated by the Company during the period from August 1, 2015through December 31, 2015 (the "Subscription Period");

In order to be eligible for this contract, Customer's most recent prior month's invoice's total Monthly Recurring Charges must have increased on its current invoice from its December 2014 invoice by more than three (3) percent due to an increase in its rates.

The customer must enter into a new one, two, or three year term contract for the discounted service that is at least twelve months longer than the length of service remaining on their current contract for the services being discounted.

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 106, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 106.

11.6.3 Service Period: The Service Period for the Subscribed Services under this Option 106 is calculated as explained in 11.6.2.C above. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11. Contract Tariffs. (Cont'd)

11.6 Contract Tariff Option 106, (Cont'd)

11.6.4 Terms and Conditions, (Cont'd)

Except as set forth in this Option 106, the rates, terms and conditions set forth in Sections listed for the Subscribed Services in 11.6.1 apply for the Subscribed Services.

The discount set forth in 11.6.5 will be applied to the Subscribed Services in use beginning as indicated in customer's new service order.

Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection 11.6.4.C. the customer's subscription to the service will continue in accordance with option (2).

If a service subscribed to in this Option 106 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11.6.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 106:

A. Service

Rate/Service Element	Tariff Section	Discount Percentage
Small Business Basic Business Line I	4.1.1.3	4.3%
ISDN-PRI Service	4.1.3	4.3%
Business Services Basic Business Line I	4.1.22	4.3%
Small Business Basic Business Line II	4.1.23	4.3%
Business Services Basic Business Line II	4.1.24	4.3%

11. Contract Tariffs. (Cont'd)

11.7 Contract Tariff Option 107

11.7.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 107:

Rate/Service Element	Section
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18
Deluxe XOptions #5	4.1.8.5, 9.11.3
Deluxe XOptions #6	4.1.8.6, 9.11.4
Deluxe XOptions #7	4.1.8.7
Deluxe XOptions #15	4.1.8.12, 9.11.7
Deluxe XOptions #16	4.1.8.13
XOptions #5	9.5.5
XOptions #6	9.5.6
XOptions #7	9.5.7
XOptions #15	9.5.15
XOptions #16	9.5.16
Premium XOptions #5	9.8.5
Premium XOptions #6	9.8.6
Premium XOptions #7	9.8.7
Premium XOptions #15	9.8.15
Premium XOptions #16	9.8.16
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18

11.7.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 107:

The customer must subscribe to this Option 107 by submitting a written authorization in a manner designated by the Company during the period from August 1, 2015 through December 31, 2015 (the "Subscription Period");

B. The customer must order new installations of at least one of the following services listed above in Section 11.7.1. The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 107, unless the later date is designated by the Company.

11. Contract Tariffs. (Cont'd)

11.7 Contract Tariff Option 107, (Cont'd)

11.7.2 Eligibility, (Cont'd)

The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 107, unless the later date is designated by the Company.

The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 107.

11.7.3 Service Period: The Service Period subscribed to under this Option 107 is one, two, or three years and Company and Customer must agree on the service period prior to commencement of service. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.7.4 Terms and Conditions

A. Except as set forth in this Option 107, the rates, terms and conditions set forth in the sections listed for the Subscribed Services shown in 11.7.1 will apply for the Subscribed Service.

B. The discount set forth in 11.7.5 will be applied to the products outlined in Section 11.7.1 above in use beginning August 1, 2015 with the rates discounted as set forth in Section 11.7.5 that is subscribed to in this Option 107.

Upon completion of the applicable Service Period, the customer must choose one of the following options:

(1) discontinue service without termination liability; or

(2) select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection, the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 107 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11. Contract Tariffs. (Cont'd)

11.7 Contract Tariff Option 107, (Cont'd)

11.7.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 107:

A. Service

Rate/Service Element	Section	Discount
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%
Deluxe XOptions #5	4.1.8.5, 9.11.3	4.3%
Deluxe XOptions #6	4.1.8.6, 9.11.4	4.3%
Deluxe XOptions #7	4.1.8.7	4.3%
Deluxe XOptions #15	4.1.8.12, 9.11.7	4.3%
Deluxe XOptions #16	4.1.8.13	4.3%
XOptions #5	9.5.5	4.3%
XOptions #6	9.5.6	4.3%
XOptions #7	9.5.7	4.3%
XOptions #15	9.5.15	4.3%
XOptions #16	9.5.16	4.3%
Premium XOptions #5	9.8.5	4.3%
Premium XOptions #6	9.8.6	4.3%
Premium XOptions #7	9.8.7	4.3%
Premium XOptions #15	9.8.15	4.3%
Premium XOptions #16	9.8.16	4.3%
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%

11. Contract Tariffs. (Cont'd)

11.8 Contract Tariff Option 108

11.8.1 Description: This Contract Tariff Option provides a discount on Monthly Recurring Charges (MRCs) for customers who order any of the following newly installed services ("Subscribed Services") in accordance with the requirements set forth in this Contract Tariff Option 108:

Rate/Service Element	Section
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18
Deluxe XOptions #5	4.1.8.5, 9.11.3
Deluxe XOptions #6	4.1.8.6, 9.11.4
Deluxe XOptions #7	4.1.8.7
Deluxe XOptions #15	4.1.8.12, 9.11.7
Deluxe XOptions #16	4.1.8.13
XOptions #5	9.5.5
XOptions #6	9.5.6
XOptions #7	9.5.7
XOptions #15	9.5.15
XOptions #16	9.5.16
Premium XOptions #5	9.8.5
Premium XOptions #6	9.8.6
Premium XOptions #7	9.8.7
Premium XOptions #15	9.8.15
Premium XOptions #16	9.8.16
Centrex Service	4.1.2
Calling Name Delivery for ISDN-PRI Service	4.1.3
DID Number Blocks of 20	4.1.7
DID Number Blocks of 100	4.1.7
Full Digital Switched T1 Service	4.1.7
Remote Call Forwarding, First Path	4.1.18

11.8.2 Eligibility: The customer must meet all of the following criteria in order to be eligible to receive the rates, terms and conditions of this Contract Tariff Option 108:

The customer must subscribe to this Option 108 by submitting a written authorization in a manner designated by the Company during the period from August 1, 2015 through December 31, 2015 (the "Subscription Period");

B. In order to be eligible for this contract, Customer's most recent prior month's invoice's total Monthly Recurring Charges must be have increased on its current invoice from its December 2014 invoice by more than three (3) per cent due to an increase in its rates.

11. Contract Tariffs. (Cont'd)

11.8 Contract Tariff Option 108, (Cont'd)

11.8.2 Eligibility: (Cont'd)

C. The customer must enter into a new one, two, or three year term contract for the discounted service that is at least twelve months longer than the length of service remaining on their current contract for the services being discounted.

D. The customer must accept service on the original service date. If the customer does not accept service on the original service date, the customer's acceptance of the service on a later date will make the service ineligible for the discount provided under this Option 108, unless the later date is designated by the Company.

E. The customer may not concurrently subscribe to any other contract tariff option, special service arrangement, or Individual Case Basis (ICB) arrangement offered by the Company and available to the customer either currently or at any time during the Service Period, which contract tariff option, special service arrangement, or ICB provides a discount, credit or other reduction in rates or terms based on achievement of revenue or volume targets by the customer for the services ordered pursuant to this Option 108.

11.8.3 Service Period: The Service Period for the Subscribed Services under this Option 108 is calculated as explained in 11.8.2.C above. The Service Period shall commence on the day that the newly installed service is accepted by the customer and end at the end of the term associated with the service period subscribed to.

11.8.4 Terms and Conditions

A. Except as set forth in this Option 108, the rates, terms and conditions set forth in the Sections listed for the Subscribed Services in 11.8.1 apply for the Subscribed Services.

B. The discount set forth in 11.8.5 will be applied to the Subscribed Services in use beginning as indicated in customer's new service order.

C. Upon completion of the applicable Service Period, the customer must choose one of the following options:

discontinue service without termination liability; or

select any then offered term plan or contract tariff option for which the customer is eligible. In the event customer does not make an election pursuant to this subsection 11.8.4.C. the customer's subscription to the service will continue in accordance with option (2).

D. If a service subscribed to in this Option 108 is discontinued prior to the end of the selected Service Period, termination liability applies in accordance with Section 2.7.

11. Contract Tariffs. (Cont'd)

11.8 Contract Tariff Option 108, (Cont'd)

11.8.5 Rates and Charges

The following discounts will be applied during the selected Service Period of this Option 108:

Service

Rate/Service Element	Section	Discount
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%
Deluxe XOptions #5	4.1.8.5, 9.11.3	4.3%
Deluxe XOptions #6	4.1.8.6, 9.11.4	4.3%
Deluxe XOptions #7	4.1.8.7	4.3%
Deluxe XOptions #15	4.1.8.12, 9.11.7	4.3%
Deluxe XOptions #16	4.1.8.13	4.3%
XOptions #5	9.5.5	4.3%
XOptions #6	9.5.6	4.3%
XOptions #7	9.5.7	4.3%
XOptions #15	9.5.15	4.3%
XOptions #16	9.5.16	4.3%
Premium XOptions #5	9.8.5	4.3%
Premium XOptions #6	9.8.6	4.3%
Premium XOptions #7	9.8.7	4.3%
Premium XOptions #15	9.8.15	4.3%
Premium XOptions #16	9.8.16	4.3%
Centrex Service	4.1.2	4.3%
Calling Name Delivery for ISDN-PRI Service	4.1.3	4.3%
DID Number Blocks of 20	4.1.7	4.3%
DID Number Blocks of 100	4.1.7	4.3%
Full Digital Switched T1 Service	4.1.7	4.3%
Remote Call Forwarding, First Path	4.1.18	4.3%