

LOCAL EXCHANGE SERVICES

Effective January 31, 2020, the services in this tariff, unless otherwise noted, are withdrawn for all customers except Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond January 31, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to January 31, 2020 where the Company determines that additional time is needed to establish a replacement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 August 27, 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.

Effective November 30, 2020, the services in this tariff, including all versions of basic local service, are withdrawn for all customers including Federal, State and Local Government Agencies, and Educational Institutions (whether public or private, including elementary and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 A reasonable transition period beyond November 30, 2020 may be permitted for those customers of withdrawn services that have contacted the Company prior to November 30, 2020 where the Company determines that additional time is needed to establish a replacement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)
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(N)**6.0 – Miscellaneous Services and Rates -- Category II****6.1 Independence Plan Discount Pricing**

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 the number 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 (see Chart 1) of eligible (see Chart 2) 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%

Chart 1

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

Chart 2

ISSUED: January 7, 2021

EFFECTIVE: January 27, 2021

Kelly Faul
XO Communications Services, LLC
22001 Loudoun County Pkwy
Ashburn, VA 20147

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II**6.1 Independence Plan Discount Pricing (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 the earned discount percentage. The earned discount percentage will be applied to all eligible 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

* Services not regulated under this tariff.

ISSUED: April 4, 2012

EFFECTIVE: April 24, 2012

Kelly Faul
XO Communications Services, LLC
13865 Sunrise Valley Dr.
Herndon, VA 20171

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.1 Independence Plan Discount Pricing** (cont'd)

Level 2 - Independence Plan Volume Discounts (customer standard),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
Company Internet Services	Yes	Yes
Company Select Usage	No	No
Individual Case Basis	Yes	No
Other	TBD	TBD

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.1 Independence Plan Discount Pricing** (cont'd)

Level 3 - Independence Plan Customer Revenue Commitment Discounts
(customer optional)

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 Company 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.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.1 Discounted Pricing**

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 tariff. 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 Company services will receive the associated rate indicated within this tariff. 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 a 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.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.1 Discounted Pricing** (cont'd)

The following services and/or charges are not eligible for discounted pricing:

- Account Set-up Fee
- End User Common Line Charge
- End User Port Charge
- Digital PBX Trunk Package Service
- Integrated Services*
- Directory Assistance
- Operator Services
- Usage Sensitive Features
- Switched and Dedicated Toll Free Service

- Public/Pay Telephone Surcharge
- Switched and Dedicated Long Distance
- Residential Services

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.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II**6.2 Premises Visit**

Premise visit charges apply when a visit to the Customer's premise by a Company technician identifies a problem as either 1) no trouble found according to line testing performed at demarcation point, 2) trouble found attributable to Customer provided equipment (CPE). Premise visit charges will not apply to customers subscribing to an Inside Wire Maintenance Plan, or 3) has a move, add, or change request that requires a technician to be dispatched.

Technician Visit Charge / Service Call Charge

	<u>Residential</u>	<u>Business</u>
Per Occurrence	\$150.00	\$150.00

A restoration charge applies to the restoration of suspended service and facilities because of nonpayment of bills and is payable at the time that the restoration of the suspended service and facilities is arranged. The restoration charge does not apply when, after disconnection of service, service is later re-installed.

	<u>Residential</u>	<u>Business</u>
Per line	\$20.00	\$20.00

6.3 Select Usage Call Detail

Description - Call detail records associated with Company'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

Call Detail Record, per line, per service location, per billing cycle	\$20.00
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LOCAL EXCHANGE SERVICES

6.0 Miscellaneous Services and Rates -- Category II (cont'd)**6.4 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, not presubscribed to the Company, used to access Company provided services. This surcharge, which is in addition to standard tariffed 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.

Rate Per Call: **\$0.50 (I)**

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.5 Lifeline and Minnesota Telephone Assistance Plan****6.5.1 General**

Lifeline is the local service offering that is available to low income consumers, for which such consumers pay reduced charges as a result of the federal support described in 47 C.F.R. ' 54.403, and that includes services required to be provided for federal universal support eligibility under 47 C.F.R. ' 54.101.

The Telephone Assistance Plan (TAP) is a state sponsored assistance program under Minnesota Statutes Chapter 237 and is designed to make telephone service accessible to qualifying low-income residential households. Through this program, eligible households will receive a monthly discount on their telephone service.

6.5.2 Eligibility for Federal Lifeline Credit

A. To qualify for federal lifeline credit the Customer must be currently eligible for:

1. Medicaid;
2. Food Stamps;
3. Supplemental Security Income;
4. Federal Public Housing Assistance; or
5. Low-Income Home Energy Assistance Program.

B. Eligibility will be established by the Company obtaining from a Customer a document signed by the Customer certifying under penalty of perjury that the Customer receives benefits from one of the above programs and identifying the program or programs from which the Customer receives benefits. On the same document, a qualifying low-income Customer must also agree to notify the Company if the Customer ceases to participate in the program or programs.

B. When the Company is notified by the Customer that the Customer no longer participates in such a program, the federal credits to that Customer's monthly charges shall cease beginning with the start of the billing cycle beginning on the month after the month in which notification is received.

LOCAL EXCHANGE SERVICES

6.0 - Miscellaneous Services and Rates -- Category II (cont'd)**6.5 Lifeline and Minnesota Telephone Assistance Plan, (Cont'd.)****6.5.3 State TAP Credit Eligibility Requirements and Certification Revocation**Eligibility Requirements

To be eligible for assistance, an applicant must meet the following requirements:

- A. This discount applies on a single line at the principal place of residence for the applicant.
- B. Applicant signs document certifying under penalty of perjury that the consumer receives benefits from at least one of the following programs:

- Medicaid
- Food Support (food stamps)
- Minnesota Family Investment Program (MFIP)
- Supplemental Security Income
- Federal Public Housing Assistance
- Low Income Home Energy Assistance Program

Individuals who do not qualify under any of the above but live on a federally recognized reservation may qualify if the applicant signs a document certifying under penalty of perjury that the applicant receives benefits from at least one of the following programs:

- Bureau of Indian Affairs General Assistance
- Tribally administered Temporary Assistance for Needy Families
- Head Start (only for those meeting its income qualifying standard)
- National School Lunch Program's free lunch program

- C. Applicant agrees to notify the carrier if that consumer ceases to participate in any of the above listed federal assistance programs.

Certification Revocation

If the Telephone Company discovers that conditions exist that disqualify the recipient of TAP, local service will be billed at full rate. The customer will be billed retroactively to whichever is the most recent of the dates TAP assistance commenced or the recipient no longer qualified for the service, not to exceed 12 months.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.5 Lifeline and Minnesota Telephone Assistance Plan, (Cont'd.)****6.5.4 Application of the Federal Lifeline and State TAP Credits**

The federal Lifeline credit shall be applied first to reduce the federal End-User Common Line Charge, with any remaining federal credit to be applied to reduce rates for residential service meeting the qualifications of 47 C.F.R. Section 54.101. The state TAP credit shall be applied to further reduce the rates charged for residential Local Exchange Service.

6.5.5 Regulations

- A. The federal Lifeline and state TAP credit will begin at the Customer's earliest possible billing cycle but no later than the second billing cycle after the date the application for federal Lifeline and state TAP credit is received by the Company.
- B. Service charges shall not be billed to establish qualification for either the federal Lifeline or state TAP credit.
- C. When a Customer enrolls for the state TAP credit, the Company is reimbursed for the cost of the service order activity.

6.5.6 Funding

The federal Lifeline credit is funded through the FCC universal service program. The state TAP credit shall be funded through the state Telephone Assistance Plan Surcharge on residential and business access lines which pay the 911 surcharges.

6.5.7 Rates

		<u>Monthly Rate</u>	
State TAP Surcharge			
Business	(911)	\$0.03	(R)
Residential	(911)	\$0.03	(R)
Credit Amounts			
State TAP Credit (TAPCS)		\$10.00	
Federal Lifeline Credit (TAPCF)		\$6.98	

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

- 6.6 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.

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. End User Common Line Charge does not apply.

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.

6.6.1 Rates and Charges

	Monthly Recurring	
Remote Call Forwarding, first path	\$31.90	(I)
Remote Call Forwarding, each additional path	\$31.90	(I)

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

6.7 Reserved for Future Use

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

6.7 Reserved for Future Use (cont'd)

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

6.7 Reserved for Future Use

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features**

The features in this section are made available to Business Customers either on a subscription or per use basis. All features are provided subject to availability. Transmission levels for calls forwarded or calls placed or received using optional calling features may not be acceptable for all uses in some cases.

6.8.1 Feature Descriptions

Call Return/Automatic Call Back - Allows the subscriber to automatically redial the number of the last incoming call whether answered or not.

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.

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.)

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features****6.8.1 Feature Descriptions, (Cont'd.)**

Three Way Calling/Call Hold - 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 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 (External) - Allows a customer to have an incoming call forwarded to another predetermined number outside the customer's system within the same 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/Busy Line (Programmable) - Allows a customer to have an incoming call forwarded to another predetermined number if the called number is busy. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

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.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features****6.8.1 Feature Descriptions, (Cont'd.)**

Call Forwarding/Don't Answer - Allows a customer to have an incoming call forwarded to another predetermined number within the customer's central office switch if the called number does not answer after a preset number of rings.

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/Don't Answer (Programmable) - Allows a customer to have an incoming call forwarded to another predetermined number if the called number does not answer after a preset number of rings. The customer can activate and deactivate the forwarding feature by dialing a code as well as establish or change the number to which calls will be forwarded.

Call Forwarding/Busy Line/Don't Answer (External) - Allows a customer to have an incoming call forwarded to another predetermined number outside the customer's system within the same central office switch if the called number does not answer after a preset number of rings or if the called number is busy.

Call Forwarding/Busy Line/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 or if the called number is busy.

Remote Access Forwarding - A function which allows all incoming calls to be forwarded to another number. It allows the customer to remotely change the termination of their incoming calls.

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.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features****6.8.1 Feature Descriptions, (Cont'd.)**

Hunting B Line hunting which is provided subject to the availability of suitable central office facilities is an arrangement that groups together two or more main telephone exchange lines or trunks from the same central office so that incoming calls are automatically switched from the initial line, if in use, to the first non-busy line.

Continuous Redial - The Continuous 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 Continuous Redial feature also allows Customers, having reached a busy number, to dial a code before hanging up. Repeat Dialing 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 Continuous 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

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 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.

Distinctive Ringing - This feature enables a user to determine the source of an incoming call from a distinctive ring. The user is provided with up to two additional telephone numbers.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features****6.8.2 Call Tracing****A. General**

Call Tracing allows for the identification and recording of the telephone numbers of some or all of the incoming calls to the telephone line of a customer.

B. Definitions

1. Customer - means a person, firm, partnership, limited liability company, corporation, municipality, cooperative association or organization, governmental agency, or other entity receiving telecommunications service.
2. Customer-originated call-tracing service - means a customer-activated, call-specific form of call tracing available as part of a set of services called Custom Local Area Signaling Services (CLASS).
3. Emergency - means a situation that appears to present immediate danger to person or property.
4. Investigative or law enforcement officer - means an officer of the United States, a state, or a political subdivision of the United States or a state, or a University of Minnesota peace officer, which is empowered by law to investigate or make arrests for crimes related to communications, or an attorney authorized by law to prosecute those crimes.

C. Terms and Conditions

1. Call Tracing will be provided when requested by both a customer and an investigative or law enforcement officer and the customer has provided consent. Normally written consent will be required.

In emergencies, call tracing will be provided upon receiving oral consent from the customer. The customer will be requested to provide written consent promptly and advised to seek the assistance of an investigative or law enforcement officer.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

6.8 Optional Calling Features

6.8.2 Call Tracing, (Cont'd.)

C. Terms and Conditions (Cont'd)

2. Information regarding the originating telephone numbers will be disclosed only to investigative or law enforcement officers, not to customers receiving call-tracing services.
3. The Company will work with investigative or law enforcement officers to determine how long call-tracing services should be provided.
4. The Company may provide customer-originated call-tracing service (CLASS Call Trace) as an alternative to Call Tracing in response to a Call Tracing request from a customer who is located in an exchange where CLASS Call Trace is available and where Class Call Trace will function as accurately as Call Tracing.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.8 Optional Calling Features****6.8.3 Rates and Charges for Line Features**

	<u>Monthly Recurring</u>
Call Waiting/Cancel Call Waiting	\$5.10
Three Way Calling/Call Hold*	\$4.50
Call Forwarding Variable	\$4.65
Call Forwarding/Busy Line (Expanded)	\$3.00
Call Forwarding/Busy Line (External)	\$3.00
Call Forwarding/Busy Line (Overflow)	\$4.00
Call Forwarding/Busy Line (Programmable)	\$5.50
Simultaneous Call Forwarding	\$2.35
Call Forwarding/Don't Answer	\$3.00
Call Forwarding/Don't Answer (Expanded)	\$3.00
Call Forwarding/Don't Answer (Programmable)	\$4.50
Call Forwarding/Busy Line/Don't Answer (External)	\$5.00
Call Forwarding/Busy Line/Don't Answer (Expanded)	\$5.00
Remote Access Forwarding	\$7.60
Call Return/Automatic Call Back*	\$4.00
Continuous Redial*	\$3.50
Caller ID	\$9.77
Caller ID Privacy	\$0.00
Call Transfer	\$5.00
Distinctive Ringing	
First Add'l Number	\$7.45
Second Add'l Number	\$5.25
Third Add'l Number	\$5.25
Hunting, per line/trunk	\$4.00

* Also available per use for \$0.75 with a \$6.00 per month cap on usage charges.

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6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.9 Directory Assistance Services**

A Customer may obtain assistance, for a charge, in determining a telephone number by dialing Directory Assistance Service. A Customer can also receive assistance by writing the Company with a list of names and addresses for which telephone numbers are desired.

6.9.1 Basic Directory Assistance

The rates specified following apply when Customers request company assistance in determining telephone numbers of Customers who are located in the same local service area or who are not located in the same local service area but who are located within the same NPA.

A Customer is allowed one (1) direct dialed Directory Assistance Service calls per telephone line, per month. The call allowance is not transferable between separate accounts of the same Customers.

A maximum of two (2) requested telephone numbers are allowed per call.

Charges will not apply for calls placed from hospital services or calls placed from telephones where the Customer or, in the case of residential service, a member of the Customer's household, has been affirmed in writing as unable to use a Company provided directory because of a visual, physical or reading handicap.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.9 Directory Assistance Services, (Cont'd.)****6.9.2 Directory Assistance Call Completion**

Directory Assistance Call Completion (DACC) is a service that provides customers the option of having their local or intraLATA calls automatically completed when they request a telephone listing from the Directory Assistance operator. The call may be completed automatically or by the Directory Assistance operator.

The DACC portion of the call may either be billed in the same manner as the DA portion or alternately billed by billing to a third number, or collect. All operator-handled charges, as specified in 5.10, apply as appropriate.

There are no allowances for DACC, however, the Directory Assistance portion of the call is still governed by the appropriate call allowance as stated in Section 5.10.1.

For local and intraLATA calls, charges for DACC service are not applicable to calls placed by those customers with reading, visual, or physical handicaps.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

6.9 Directory Assistance Services, (Cont'd.)

6.9.3 National Directory Assistance Service

National Directory Assistance Service is provided to customers of the Company for the purpose of requesting telephone numbers of individuals or businesses who are located outside the customer's local Directory Assistance service area.

There are no call allowances or exemptions for National Directory Assistance.

A maximum of two (2) requested telephone numbers are allowed per call.

This service may be alternately billed by, billing to a third number, or collect. Operator-handled charges, as specified in 5.10, apply as appropriate.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.9 Directory Assistance Services, (Cont'd.)****6.9.4 Rates****A. Basic Directory Assistance**

Local Directory Assistance	<u>Per</u>
Direct dialed (in excess of allowance)	<u>query</u>
	\$2.25
Via operator (no allowance), applies in addition to the directory assistance charge	\$2.25

B. Directory Assistance Call Completion

Per completed call	\$0.70
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C. National Directory Assistance

Direct dialed	\$2.25
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LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.10 Local Operator Service**

Local calls may be completed or billed with the live or mechanical assistance by the Company's operator center. Calls may be billed collect to the called party, to an authorized 3rd party number, to the originating line. Local calls may be placed on a station to station basis or to a specified party (see Person to Person), or designated alternate. Usage charges for local operator assisted calls are those usage charges that would normally apply to the calling party's service. In addition to usage charges, an operator assistance charge applies to each call:

6.10.1 Local and IntraLATA Usage Rates

For usage rates, see Sections 4 and 6 of this tariff.

6.10.2 Local and IntraLATA Per Call Service Charges

Operator Assisted, Station-to-Station	\$2.50
Operator Assisted, Person-to-Person	\$5.45

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.11 Busy Line Verification and Line Interrupt Service**

Upon request of a calling party the Company will verify a busy condition on a designated local service line. The operator will determine if the line is clear or in use and report to the calling party. At the request of the Customer, the operator will interrupt the call on the busy line. Busy Line Interruption is only permitted in cases where the calling party indicates an emergency exists and requests interruption.

No charge will apply when the calling party advises that the call is to or from an official public emergency agency. Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.

The Customer shall identify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

6.11.1 Rates

	<u>Per call</u>	
Busy Line Verification, per request	\$1.10	
	Verification with Line Interruption	\$1.65

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Directory Listing Service****6.12.1 General**

The following rates and regulations apply to standard listings in light face type in the white pages (alphabetical section) of the telephone directory and to the Directory Assistance records of the Company.

Directory listings are limited to such information as is essential to the identification of the listed party. The listing of a service, commodity, or trade name is not permitted unless it is the name, or an integral part of the name, under which the Customer does business.

A listing is limited to one line in the directory, except where in the judgment of the Company, more than one line is required to identify the Customer properly. In such cases, the additional lines required are provided at no extra charge.

Listing services are available with all classes of main telephone exchange service.

6.12.2 Listings**A. Primary Listing**

One listing, termed the primary listing, is included with each exchange access line or each joint user service.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Directory Listing Service****6.12.2 Listings, (Cont'd.)****B. Additional Listings**

Additional listings may be the listings of individual names of those entitle to use the customer's service or , for business, Departments, Divisions, Tradenames, etc.

In connection with business and residential service, regular additional listings are available only in the names of Authorized Users of the Customer's service.

Ordinarily, all additional listings are of the same address and telephone number as the primary listings, except as provided for joint user and alternate number listings. However, when it appears necessary as an aid to the use of the directory and provided satisfactory service can be furnished, a listing will be permitted under the address of a branch exchange, Centrex or extension of an exchange service line installed on the premises of the Customer, but at an address different from that of the attendant position of main service.

Business additional listings are not permitted in connection with residential service. Residential additional listings are also permitted in connection with business service which is located in a residential and for permanent or season guests residing in a hotel or club.

A residential dual name additional listing is comprised of a surname, two first names, address and telephone number. A residential dual name additional listing may be provided for two persons who share the same surname and reside at the same address, or for a person known by two first names.

Special types of additional listings, such as Alternate, Alpha and Informational, Duplicate and Reference Listings, and Foreign Listings take the same business or residential classification as the service with which such listings are furnished.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Directory Listing Service****6.122 Listings, (Cont'd.)****C. Non-published Service**

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public.

Non published information may be released to emergency service providers, to customers who subscribe to Company offerings which require the information to provide service and/or bill their clients, or, to telephone customers who are billed for calls placed to or from non-published numbers and to entities which collect for the billed services. Non-published names and/or telephone numbers may also be delivered to customers on a call-by-call basis.

Incoming calls to non-published service will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim the calling party may present, except claims of emergencies involving life and death. In such cases, the Company will call the non-published number and request permission to make an immediate connection to the calling party.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-published number in the directory or disclosing it to some. If, in error, the telephone number is published in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-published service.

The Subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-published service or the disclosing of said number to any person.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Directory Listing Service****6.12.2 Listings, (Cont'd.)****D. Non-listed Service**

Non-listed service means that the Customer's telephone number is not listed in the directory, but does it appear in the Company's Directory Assistance Records.

This service is subject to the rules and regulations for E911 service, where applicable.

The Company will only complete calls to a non-listed number, if requested by a caller, during the course of a directory assistance call completion service.

When the Company agrees to keep a number unlisted, it does so without any obligation. Except for cases of gross negligence or willful misconduct, the Company is not liable for any damages that might arise from publishing a non-listed number in the directory or disclosing it to some. If, in error, the telephone number is listed in the directory, the Company's only obligation is to credit or refund any monthly charges the Customer paid for non-listed service.

The subscriber indemnifies (i.e., promises to reimburse the Company for any amount the Company must pay as a result of) and save the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a non-listed service or the disclosing of said number to any person.

E. Caption

Listings may be indented under a caption or subcaption at no additional charge when in the judgement of the Company, the captions will facilitate the use of the service.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Directory Listing Service****6.12.3 Rates**

	Non-Recurring Charge	Monthly Recurring Charge	
Business			
Additional Listing	\$10.00	\$7.35	(I)
Non-Directory Listed Service	\$15.00	\$5.25	
Non-Published Service	\$15.00	\$7.35	
Foreign Listing	\$10.00	\$7.35	
Alternate Listing	\$10.00	\$7.35	
Duplicate Listing	\$10.00	\$7.35	
Reference Listing	\$10.00	\$7.35	(I)

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Carrier Presubscription****6.12.1 General**

Carrier Presubscription is a procedure whereby a Customer designates to the Company the carrier which the Customer wishes to be the carrier of choice for intraLATA and interLATA toll calls. Such calls are automatically directed to the designated carrier, without the need to use carrier access codes or additional dialing to direct the call to the designated carrier. Presubscription does not prevent a Customer who has presubscribed to an IntraLATA or InterLATA toll carrier from using carrier access codes or additional dialing to direct calls to an alternative long distance carrier on a per call basis.

6.12.2 Presubscription Options - Customers may select the same carrier or separate carriers for intraLATA and interLATA long distance. The following options for long distance Presubscription are available:

- Option A:** Customer selects the Company as the presubscribed carrier for IntraLATA and InterLATA toll calls subject to presubscription.
- Option B:** Customer may select the Company as the presubscribed carrier for IntraLATA calls subject to presubscription and some other carrier as the presubscribed carrier for interLATA toll calls subject to presubscription.
- Option C:** Customer may select a carrier other than the Company for intraLATA toll calls subject to presubscription and the Company for interLATA toll calls subject to presubscription.
- Option D:** Customer may select the carrier other than the Company for both intraLATA and interLATA toll calls subject to presubscription
- Option E:** Customer may select two different carriers, neither being the Company for intraLATA and interLATA toll calls. One carrier to be the Customer's primary intraLATA interexchange carrier. The other carrier to be the Customer's primary interLATA interexchange carrier.
- Option F:** Customer may select a carrier other than the Company for no presubscribed carrier for intraLATA toll calls subject to presubscription which will require the Customer to dial a carrier access code to route all intraLATA toll calls to the carrier of choice for each call.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.12 Carrier Presubscription****6.12.3 Rules and Regulations**

Customers of record will retain their primary interexchange carrier(s) until they request that their dialing arrangements be changed.

Customers of record or new Customers may select either Options A, B, C, D, E or F for intraLATA Presubscription.

Customers may change their selected Option and/or presubscribed toll carrier at any time subject to charges specified in 5.14.5 below:

6.12.4 Presubscription Procedures

A new Customer will be asked to select intraLATA and interLATA toll carriers at the time the Customer places an order to establish local exchange service with the Company. The Company will process the Customer's order for service. All new Customers' initial requests for intraLATA toll service presubscription shall be provided free of charge.

If a new Customer is unable to make selection at the time the new Customer places an order to establish local exchange service, the Company will read a random listing of all available intraLATA and interLATA carriers to aid the Customer in selection. If selection is still not possible, the Company will inform the Customer that he/she will be given 90 calendar days in which to inform the Company of his/her choice for primary toll carrier(s) free of charge. Until the Customer informs the Company of his/her choice of primary toll carrier, the Customer will not have access to long distance services on a presubscribed basis, but rather will be required to dial a carrier access code to route all toll calls to the carrier(s) of choice. Customers who inform the Company of a choice for toll carrier presubscription within the 90 day period will not be assessed a service charge for the initial Customer request.

Customers of record may initiate a intraLATA or interLATA presubscription change at any time, subject to the charges specified in 5.14.5 below. If a Customer of record inquires of the Company of the carriers available for toll presubscription, the Company will read a random listing of all available intraLATA carriers to aid the Customer in selection.

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.13 Carrier Presubscription****6.13.5 Presubscription Charges****A. Application of Charges**

After a Customer's initial selection for a presubscribed toll carrier and as detailed in above, for any change thereafter, an Presubscription Change Charge, as set for the below will apply. Customers who request a change in intraLATA and interLATA carriers with the same order will be assessed a single charge per line.

B. Nonrecurring Charges

Per business or residential line, trunk, or port: \$5.00

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.14 Intercept Services****6.14.1 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 a minimum of 90 days. A charge applies per month per number for Extended Intercept Service in which a request is made for intercept service beyond the initial free period or Basic Intercept Service.

The charge for this service is billed in advance as a one time charge on the final invoice for that number, and is based on the length of time service is requested.

6.14.2 Charges

	<u>Monthly Charge</u>
Basic Intercept Service	N/C
Extended Intercept Service, per number referred	\$10.00

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.15 Toll Restriction Service**

Provides for Exchange Access lines or trunks to be restricted from dialing billable toll calls. Local directory assistance calls are allowed. This service is offered subject to the availability of facilities to individual line residence, individual line business and dial switching type customers. Provision of toll restriction does not alleviate customer responsibility for completed toll calls.

Toll Restriction may include Billed Number Screening (BNS) for residential customers. BNS prohibits collect and/or third number billed calls from being charged to BNS equipped numbers. Some calls, originating from locations that do not have screening capabilities, may not be capable of being intercepted and denied. These calls will be billed to the customer if completed.

6.15.1 Rates

	<u>Residential</u>	<u>Business</u>
Nonrecurring charge, per line	\$5.00	\$5.00
Monthly, per line	-----	-----

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.16 900 Service Access Restriction**

900 Service Access Restriction enables residential or business exchange access line customers to prohibit dialing of calls with the 900 prefix. Customers who choose this service will also be restricted from calling calls with the prefix of 976 and 676. This service is offered only where facilities permit and is only available on direct dialed calls.

6.16.1 Rates

	<u>Business</u>
Nonrecurring charge, per line	\$0.00
Monthly rate, per line	\$0.00

6.17 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.

<u>Format</u>	<u>Rate Per Invoice</u>
Electronic	\$10.00
CSV/CD of CDR	\$25.00

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

[Reserved for Future Use]

ISSUED: April 4, 2012

Kelly Faul
XO Communications Services, LLC
13865 Sunrise Valley Dr.
Herndon, VA 20171

EFFECTIVE: April 24, 2012

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

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LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

[Reserved for Future Use]

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

[Reserved for Future Use]

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

[Reserved for Future Use]

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

[Reserved for Future Use]

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)

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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.

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.

	<u>Per T-1</u>
Non-Recurring Charge	\$250.00
Monthly Recurring Charge	\$ 29.00

LOCAL EXCHANGE SERVICES

6.0 – Miscellaneous Services and Rates -- Category II (cont'd)**6.20 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 3 rd Business Day after Order Acceptance and up to the 5 th 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.

6.21 Reserved for Future Use

(D)

(D)

6.22 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:

Type of Circuit	NON-RECURRING CHARGES	
	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