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April 30, 2015

VIA records@utc.wa.gov ONLY

Secretary
State of Washington
Utilities and Transportation Commission
1300 S. Evergreen Park Dr., SW
Olympia, WA 98504

Re: Mitel Cloud Services, Inc. f/k/a Mitel NetSolutions, Inc.
Utility ID: 7525

Dear Sir or Madam:

Please be advised that Mitel NetSolutions, Inc. has changed its name to Mitel Cloud Services, Inc. Enclosed please find an original and two (2) copies of a revised price lists reflecting the new name along a copy of the company's Amended Certificate of Authority issued by the Secretary of State.

If you have any questions or if we may provide you with any additional information, please do not hesitate to contact Kali Reeves at kreeves@telecomcounsel.com or 770-232-9145.

Respectfully submitted,



Lance J.M. Steinhart, Esq.
Managing Attorney
Lance J.M. Steinhart, P.C.
Attorneys for Mitel Cloud Services, Inc.
f/k/a Mitel NetSolutions, Inc.

Enclosures

cc: Jon Brinton



SOS

Office of the Secretary of State
Corporations & Charities Division

Foreign Profit Corporation

See attached detailed instructions

Filing Fee \$30.00

Filing Fee with Expedited Service \$80.00

02/23/15 2849658-

001

\$80.00 K

FILED tid: 2938589

SECRETARY OF STATE

February 23, 2015

STATE OF WASHINGTON

This Box For Office Use Only

Mitel Cloud Services, Inc.

UBI Number: ~~60155673~~

601 557 673

AMENDED CERTIFICATE OF AUTHORITY

Chapter 23B.10 RCW

SECTION 1

NAME OF CORPORATION: (as currently recorded with the Office of the Secretary of State)

Mitel NetSolutions, Inc.

NAME TO BE USED IN WASHINGTON STATE: (If different than above, resolution must be attached)

Mitel Cloud Services, Inc.

SECTION 2

STATE OR COUNTRY WHERE ORIGINALLY INCORPORATED: Texas

DATE CERTIFICATE OF AUTHORITY WAS ISSUED IN WASHINGTON: 01/21/1997

SECTION 3

AMENDMENTS TO CERTIFICATE: (if necessary, attach additional information)

Entity Name Changed To: Mitel Cloud Services, Inc.

In the event the change or changes include a name change to a name that does not meet the requirements of RCW 23B.15.060, a fictitious name for use in Washington, include a copy of the resolution of the board of directors, certified by the corporation's secretary, adopting the fictitious name; and a copy of the document filed in the state or country of incorporation showing that jurisdiction's "filed" stamp.

SECTION 4

SIGNATURE (see instructions page)

This document is hereby executed under penalties of perjury, and is, to the best of my knowledge, true and correct.

X

X

Jon Brinton, President

2/18/2015

602-253-6004

Signature

Printed Name/Title

Date

Phone Number



Office of the Secretary of State

The undersigned, as Secretary of State of Texas, does hereby certify that the attached is a true and correct copy of each document on file in this office as described below:

Mitel Cloud Services, Inc.
Filing Number: 115765700

Certificate of Amendment

February 18, 2015

In testimony whereof, I have hereunto signed my name officially and caused to be impressed hereon the Seal of State at my office in Austin, Texas on February 19, 2015.



A handwritten signature in cursive script that reads "Coby Shorter III".

Coby Shorter, III
Deputy Secretary of State

Form 424

Secretary of State
P.O. Box 13697
Austin, TX 78711-3697
FAX: 512/463-5709



**Certificate
of Amendment**

Filed in the Office of the
Secretary of State of Texas
Filing #: 115765700 02/18/2015
Document #: 591941510003
Image Generated Electronically
for Web Filing

Filing Fee: See instructions

Entity Information

The filing entity is a: **Domestic For-Profit Corporation**

The name of the filing entity is: **Mitel NetSolutions, Inc.**

The file number issued to the filing entity by the secretary of state is: **115765700**

Amendment to Name

The amendment changes the formation document of the filing entity to change the article or provision that names the entity. The article or provision is amended to read as follows:

The name of the filing entity is:

Mitel Cloud Services, Inc.

A letter of consent, if applicable, is attached.

Statement of Approval

The amendment has been approved in the manner required by the Texas Business Organizations Code and by the governing documents of the entity.

Effectiveness of Filing

A. This document becomes effective when the document is filed by the secretary of state.

B. This document becomes effective at a later date, which is not more than ninety (90) days from the date of its filing by the secretary of state. The delayed effective date is:

Execution

The undersigned signs this document subject to the penalties imposed by law for the submission of a materially false or fraudulent instrument and declares under penalty of perjury that the undersigned is authorized under the Texas Business Organizations Code to execute the filing instrument.

Date: **February 18, 2015**

Jon Brinton

Signature of authorized person

FILING OFFICE COPY

PRICE LIST

Price Lists must be filed using the following format. All pages must include the telecommunications company name, page number, and effective date.

Telecommunications Company Name: Mitel Cloud Services, Inc.

Address: 1146 N. Alma School Road

City/State/Zip: Mesa, Arizona 85201

Unified Business Identification Number (UBI): 601 557 673

(if you don't know your UBI number please contact the Department of Licensing at 360-664-1400)

Regulatory Contact:

Name: Wayne Foster, Regulatory Compliance Manager

Phone Number: (602) 798-7087 Fax Number: (602) 254-9634 E-Mail: wayne.foster@mitel.com

A complete copy of the company's Price List is available at this website address: www.mitel.com

Place the service(s) will be provided: Statewide

WUTC should refer requests for information regarding consumer questions and/or complaints to the following company representative:

Name: Allison Dunmire

Title: Customer Service Manager

Phone Number: (602) 253-6004

Fax Number: (602) 254-9634

E-Mail: Allison.Dunmire@mitel.com

TELECOMMUNICATIONS SERVICES THAT WILL BE PROVIDED:

<input type="checkbox"/>	Local Exchange Service	<input type="checkbox"/>	Data Services
<input checked="" type="checkbox"/>	Calling Cards	<input checked="" type="checkbox"/>	Prepaid Calling Cards
<input type="checkbox"/>	Alternate Operator Services	<input checked="" type="checkbox"/>	Directory Assistance
<input checked="" type="checkbox"/>	Long Distance Interlata	<input checked="" type="checkbox"/>	WATS (800/888)
<input checked="" type="checkbox"/>	Long Distance Intralata		
<input type="checkbox"/>	Other, please specify _____		

Indicate limitations, terms, or conditions and all rates, charges, or prices for the services being offered.

EXPLANATION OF SYMBOLS

- (C) - To signify changed conditions or regulation.
- (D) - To signify discontinued rate, regulation or condition.
- (I) - To signify increase.
- (K) - To signify that material has been transferred to another sheet or place in the price list.
- (M) - To signify that material has been transferred from another sheet or place in the price list.
- (N) - To signify new rate, regulation, condition or sheet.
- (O) - To signify no change.*
- (R) - To signify reduction.
- (T) - To signify a change in text for clarification

*The use of symbol "O" shall be discretionary unless its use in the interest of clarity is evident or specifically requested by the commission.

SECTION 1 - DEFINITIONS

Authorized User: An end user authorized by the customer to use the service.

Collect Call: A billing arrangement where a call is billed to the called station.

Commission: Washington Utilities and Transportation Commission.

Customer: The person, firm, corporation or other entity which orders or uses service and, has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to call customer locations and for compliance with price list regulations.

Measured Service: The provision of intrastate long distance measured time communications telephone service to customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from a local exchange common carrier. Carrier is responsible for arranging for the access lines.

Operator Station: A call that is completed with the assistance of an operator and billed to the calling party.

Person-to-Person: A call for which the person originating the call specifies to the operator a particular person, department or extension is to be reached. Person-to-Person charges only apply when the call is completed to the requested party or when the calling party agreed to talk to another person.

Telecom Unit - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of Washington.

Third Party Billing: Service option that allows a call to be billed to an account different from that of the calling or called party.

SECTION 2 - SERVICES, LOCATION, PRICES AND CHARGES

1. DESCRIPTION OF SERVICE

- a. **1+ Dialing.** The customer utilizes "1+" dialing, or "101XXXX" dialing followed by "1 + ten digits" for interLATA calls, or dials "101XXXX" followed by "1 + 7 digits" or "1 + 10 digits" for intraLATA calls.

Travel Cards. The Customer utilizes an 11 digit "toll-free" access number established by the Company to access a terminal. Upon receiving a voice prompt, the Customer uses push button dialing to enter an identification code assigned by the Company, and the ten digit number of the called party.

800/888 Service (Toll free). This service is inbound calling only where an 800, 888 or other toll-free prefix number rings into a Customer's premise routed to a specific telephone number or terminated over a dedicated facility.

Prepaid Calling Cards. This service permits use of Prepaid Calling Cards for placing long distance calls. Customers may purchase Company Prepaid Calling Cards at a variety of retail outlets or through other distribution channels.

Company Prepaid Calling Card service is accessed using the Company toll-free number printed on the card. The caller is prompted by an automated voice response system to enter his/her Authorization Code, and then to enter the terminating telephone number. The Company's processor tracks the call duration on a real time basis to determine the number of Telecom Units consumed. The total consumed Telecom Units for each call is deducted from the remaining Telecom Unit balance on the Customer's Company Prepaid Calling Card.

All calls must be charged against Prepaid Calling Card that has a sufficient Telecom Unit balance. A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

When the balance is depleted, the Customer can either call the toll-free number on the back of the Company Prepaid Calling Card and "recharge" the balance on the card using a nationally recognized credit card, or the Customer can throw the card away and purchase a new one. Calls in progress will be terminated by the Company if the balance on the Company Prepaid Calling Card is insufficient to continue the call.

A card will expire on the date indicated on the card, or if no date is specified, 6 months from the date of purchase, or the date of last recharge, whichever is later. A credit allowance for the Company Prepaid Calling Card Service is applicable to calls that are interrupted due to poor transmission, one-way transmission, or involuntary disconnection of a call.

To receive the proper credit, the Customer must notify the Company at the designated toll-free customer service number printed on the Company Prepaid Calling Card and furnish the called number, the trouble experienced (e.g. cut-off, noisy circuit, etc.), and the approximate time that the call was placed.

When a call charged to a Company Prepaid Calling Card is interrupted due to cut-off, one-way transmission, or poor transmission conditions, the Customer will receive a credit equivalent of one Telecom Unit.

Credit allowances for calls pursuant to the Company Prepaid Card Service do not apply for interruptions not reported promptly to the Company or interruptions that are due to the failure of power, equipment or systems not provided by the Company.

Credit for failure of service shall be allowed only when such failure is caused by or occurs due to causes within the control of the Company.

The Company will block all calls beginning with the NPA "900" and NXX "976" calls, therefore such calls can not be completed.

A Customer is entitled to a refund for the value of his or her Telecom Unit balance at any time upon return of the Prepaid Calling Card. In the event of the Company's financial failure, the Customer will be able to get refund information by calling the Company's toll-free customer service number.

Rates, terms, and conditions will be disclosed at the point of purchase by Customer.

Directory Assistance. Access to long distance directory assistance is obtained by dialing 1 + 555-1212 for listings within the originating area code and 1 + (area code) + 555-1212 for other listings. When more than one number is requested in a single call, a charge will apply for each number requested. A charge will be applicable for each number requested, whether or not the number is listed or published.

- b. Timing of calls begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. The company does not bill for incomplete calls.

2. LOCATION OF SERVICE

- a. Statewide

3. PRICES AND CHARGES

1+ Dialing

	Day		Evening		Nights/Weekend	
	First Minute	Add'l Minute	First Minute	Add'l Minute	First Minute	Add'l Minute
Residence	0.1600	0.1600	0.1000	0.1000	0.1000	0.1000
Business	0.1600	0.1600	0.1000	0.1000	0.1000	0.1000

Billed in one minute increments.

Travel Cards

\$.199 per minute

A \$.25 per call service charge applies.
Billed in one minute increments.

Toll Free

\$0.16 per minute

A \$10 per month per number service charge applies.
Billed in one minute increments.

Prepaid Calling Cards

\$0.50 Per Telecom Unit

A \$0.99 per call service charge applies.

Station Charges

The following charges are in addition to the MTS rates stated previously in this section.

	Charge per Call
Calling Card	5.50
Operator Assisted Station-to-Station	5.55
Person-to-Person	9.99
Operator Verification	2.25
Interrupt Service	3.00

Directory Assistance

\$1.25 per call

Payphone Dial Around Surcharge

A dial around surcharge of \$0.60 per call will be added to any completed intrastate toll access code and subscriber toll-free 800/888 type calls placed from a public or semi-public payphone.

Universal Service Fund Assessment

The Customer will be assessed a monthly Universal Service Fund Contribution charge on all telecommunications services, which in no event shall be less than the prevailing contribution percentage rate charged the Company on intrastate traffic by the Universal Service Administrative Company (or any successor) or any state agency or its administrator.

SECTION 3 - RULES AND REGULATIONS

1. ADOPTION OF RULES OR REGULATORY AUTHORITIES

- a. The rules regulating Competitive Classified Companies presubscribed by the Commission are adopted and by this reference are made a part of this price list unless otherwise waived by order of the Commission.

2. INTERCONNECTION

- a. Interconnection with the facilities or service of other carriers shall be under the applicable terms and conditions of the other carrier's tariffs. The customer is responsible for taking all necessary for taking all necessary legal steps for interconnecting customer-provided terminal equipment or communications systems with carrier's facilities. The customer shall secure all licenses, permits, right-of-way, and other arrangements necessary for such interconnection. Any special interface equipment of facilities necessary to achieve compatibility between the facilities of the carrier and other participating carriers shall be provided at the customer's expense.

3. APPLICATION FOR SERVICE

- a. Application for service may be made verbally or in writing. The name(s) of the customer(s) desiring to use the service must be set forth in the application for service.

4. DEPOSITS AND ADVANCE PAYMENTS

- a. Deposits and advance payments are not required.

5. PAYMENT AND BILLING

- a. Service is provided and billed on a monthly basis in arrears.
- b. Initial billing for set-up and installation charges or monthly service fees will not commence for any new customer until the customer has actually been placed in service.
- c. Billing will be payable upon receipt and past due 15 days after issuance.

6. CANCELLATION BY CUSTOMER

- a. Cancellation of service by the customer can be made either verbally or in writing and is applied pursuant to WAC 480-120-081 (1) as follows:
 - i. Where an application for service is canceled by the customer prior to the start of any design work or installation of facilities, no charge applies.
 - ii. When an application which requires special design work is canceled after the design work has begun, the company may collect charges equal to the cost incurred for the associated design work to date.
 - iii. if cancellation is requested after completion of an installation, it will be treated as a discontinuance of service. Any minimum contract requirements of prescribed service will be applicable.

7. DISCONNECTION OF SERVICE BY CARRIER

- a. The carrier may discontinue for any of the following reasons:
 - i. Nonpayment of bills;
 - ii. Tampering with the company's property;
 - iii. Vacation of the premises by subscriber;
 - iv. Violation of rules, service agreements, or filed price list;
 - v. Use of subscriber equipment which adversely affects the company's service to its other subscribers;
 - vi. Fraudulent obtaining or use of service; or,
 - vii. Unlawful use of service or use of service for unlawful purposes.

- b. Except in case of danger to life or property, fraudulent use, impairment of service, or violation of law, the carrier will, prior to disconnection, mail written notice of the pending disconnection to the subscriber. The company will not disconnect service prior to the eighth business day following mailing of the notice. In the alternative, the company may provide delivered notice and disconnect not prior to 5:00 p.m. of the next business day, in accordance with WAC 480-120-081(5).
- c. Before service is disconnected, the company will make a good faith effort, by two attempts during reasonable hours, to reach the subscriber by telephone to advise the subscriber of the pending disconnection and the reasons therefore. The company will maintain a log or record of the attempts, showing the telephone number called and the time of call. In the alternative, the company may provide personal notice in accordance with WAC-120-081 (5). Telephone or personal contact need not be attempted when the company has attempted such contact in any two billing periods during a consecutive twelve-month period and the company has notified the subscriber in writing that telephone or personal contact will not be attempted in the future before disconnected service.
- d. All notices of delinquency or pending disconnection will include details pertinent to the situation and describe how the subscriber can make contact with the company to resolve any differences. All notices must accurately state amounts owing for service(s) which are subject to disconnection. A new notice will be required in cases where information is incorrect.
- e. Except in case of danger to life or property, no disconnection shall be made on Saturdays, Sundays, legal holidays, or on any other day which the company cannot reestablish service on the same or following day.
- f. When the company has reason to believe service is to other than the subscriber of record, the company shall undertake reasonable efforts to inform occupants of the service address of the impending disconnection. In this case, at the request of the service users, a minimum period of five business days will be allowed to permit the service users to arrange for continued service.

- g. Where service is provided to a hospital, medical clinic with resident patients, or nursing home, notice of pending disconnection shall be provided to the secretary, Washington State Department of Social and Health Services, as well as to the subscriber. Upon request from the secretary or his designee, a delay in disconnection of no less than five business days from the date of notice will be allowed so that the department may take whatever steps are necessary in its view to protect the interests of the resident patients.
- h. The company may not immediately disconnect service if the customer has met the requirements of WAC 480-120-081(3) regarding a medical emergency.
- i. Service will not be totally disconnected while a subscriber is pursuing any remedy or appeal provided for by Commission rules, provided any amounts not in dispute are paid when due.
- j. Service will be restored when the causes of discontinuance have been removed and when payment or satisfactory arrangements for payment of all proper charges due from the customer has been made as provided for in the price list of the carrier.

8. INTERRUPTION OF SERVICE

- a. The company will follow the Commission's rules (WAC 480-120-520) in the case of major outage and/or service interruption.
- b. It is the obligation of the customer to notify the carrier of any interruptions in service. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission of the customer, not within the customer's control, or is not in writing or equipment connected to the terminal of the carrier.
- c. All reported interruptions of service will be restored within two working days, excluding Sundays and holidays, except those caused by emergency situations, unavoidable catastrophes and force majeure.

9. RESTORATION OF SERVICE

- a. The use and restoration of service in emergencies shall be in accordance with Part 64, Subpart D of the Federal Communications Commission's Rules and Regulations, which specifies the priority system for such activities and in compliance with WAC 480-120-520.

10. TAX ADJUSTMENT

- a. The Company concurs in the Municipal Utility Occupation tax schedules of each Local Exchange Company tariff in the state of Washington to the extent those local taxes are both current and applicable to the services the Company provides. This amount will be separately stated on each bill to the customer.

11. LIMITATION OF LIABILITY

- a. The Company's liability for damages arising out of mistakes, omissions, interruptions, delays, errors, or defects in transmission occurring in the course of furnishing service or other facilities and not caused by the negligence of the Customer, commences upon activation of service and in no event shall exceed an amount equal to the proportionate charge to the Customer for the period of service during which mistakes, omissions, interruptions, delays, errors, or defects in transmission occur. For purposes of computing such amount, a month is considered to have 30 days.
- b. The Company is not liable for any act or omission of any other company or companies furnishing a portion of the service except its Underlying Carrier.
- c. The Company shall be indemnified and held harmless by the Customer against all other claims arising out of any act or omission of the Customer in connection with any service provided by the Company.
- d. No agents or employees of other carriers shall be deemed to be agents or employees of the Company

PRICE LIST

Price Lists must be filed using the following format. All pages must include the telecommunications company name, page number, and effective date.

Telecommunications Company Name: Mitel Cloud Services, Inc.

Address: 1146 N. Alma School Road

City/State/Zip: Mesa, Arizona 85201

Unified Business Identification Number (UBI): 601 557 673
(if you don't know your UBI number please contact the Department of Licensing at 360-664-1400)

Regulatory Contact:

Name: Wayne Foster, Regulatory Compliance Manager

Phone Number: (602) 798-7087 Fax Number: (602) 254-9634 E-Mail: wayne.foster@mitel.com

A complete copy of the company's Price List is available at this website address: www.inter-tel.com

Place the service(s) will be provided: Statewide

WUTC should refer requests for information regarding consumer questions and/or complaints to the following company representative:

Name: Allison Dunmire

Title: Customer Service Manager

Phone Number: (602) 253-6004

Fax Number: (602) 532-4128

E-Mail: Allison.Dunmire@mitel.com

TELECOMMUNICATIONS SERVICES THAT WILL BE PROVIDED:

<input checked="" type="checkbox"/>	Local Exchange Service	<input checked="" type="checkbox"/>	Data Services
<input type="checkbox"/>	Calling Cards	<input type="checkbox"/>	Prepaid Calling Cards
<input checked="" type="checkbox"/>	Alternate Operator Services	<input checked="" type="checkbox"/>	Directory Assistance
<input type="checkbox"/>	Long Distance Interlata	<input checked="" type="checkbox"/>	WATS (800/888)
<input type="checkbox"/>	Long Distance Intralata		
<input type="checkbox"/>	Other, please specify _____		

Indicate limitations, terms, or conditions and all rates, charges, or prices for the services being offered.

TITLE PAGE

**LOCAL EXCHANGE SERVICES
REGULATIONS, RULES AND PRICELISTS
OF INTRASTATE CHARGES
IN THE STATE OF WASHINGTON
FOR**

**MITEL CLOUD SERVICES, INC.
1146 N. Alma School Road
Mesa, Arizona 85201
(602) 253-6004
(602) 532-4128**

CHECK SHEET

The title page and pages 2-91 inclusive of this Pricelist as of the date shown.

PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
1-Title	Original	33	Original	65	Original
2	Original	34	Original	66	Original
3	Original	35	Original	67	Original
4	Original	36	Original	68	Original
5	Original	37	Original	69	Original
6	Original	38	Original	70	Original
7	Original	39	Original	71	Original
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PRICELIST FORMAT

- A. Page Numbering. Page numbers appear in the top center of each page. Pages are numbered sequentially. However, new pages may occasionally be added to the Pricelist. When a new page is added it will be identified by the addition of decimal. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers. Revision numbers also appear in the top center of each page. These numbers are used to determine the most current version on file with the Commission. For example, the 4th Revised Page 14, Cancels the 3rd Revised Page 14.
- C. Section Numbering Format. The Section Numbering Format used in this document is illustrated below.

2.
2.1
2.1.1
2.1.1.1
A
A.(1)

- D. Check Sheet. When a Pricelist filing is made with the Commission an updated check sheet accompanies the filing. The check sheet lists the pages contained in the Pricelist, with a cross-reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There shall be no other symbols used on this page if these are the only changes made to it. The Pricelist user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.

CONCURRING CARRIERS

None

CONNECTING CARRIERS

None

OTHER PARTICIPATING CARRIERS

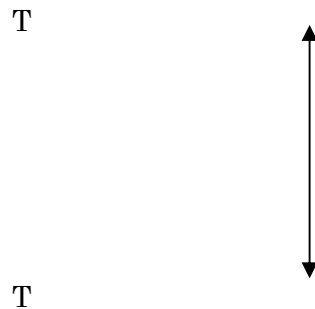
None

EXPLANATION OF SYMBOLS USED IN THIS PRICELIST TO INDICATE CHANGES

When changes are made in any Pricelist page, a revised page will be issued canceling the Pricelist page affected. Changes will be identified on the revised page(s) (in the position that they were made) by notation outside the body of text, using the following symbols:

- C** To indicate a changed condition or regulation.
- D** To indicate a discontinued rate, regulation or condition.
- I** To indicate an increase in rates or charges.
- K** To indicate that material has been transferred to another page.
- M** To indicate that material has been transferred from another page.
- N** To indicate the addition of a new listing, rate, regulation, rule or condition.
- R** To indicate a reduction in rates and charges.
- T** To indicate a change in the wording of text, but not in the listing, rate, regulation, rule or condition.

Range Poles: Range Poles (illustrated below) are used to show the extent of a revision through a page.



APPLICATION OF PRICELIST

This Pricelist sets forth the service offerings, rates, terms and conditions applicable to the furnishing of local exchange services by Mitel Cloud Services, Inc. for the use of customers within the State of Washington, subject to the jurisdiction of the Washington Utilities and Transportation Commission.

SECTION 1 - DEFINITIONS

Account Codes: Allows a User to allocate local calls to a 4-digit, non-verified account code.

Authorized User: An end user authorized by the customer to use the service.

Access Code: The preliminary digits that a user must dial to be connected to a particular outgoing trunk group or line.

Access Service: Switched or Special Access to the network of an Interexchange Carrier for the purpose of originating or terminating communications.

Access Service Request (ASR): The industry service order format used by Access Service customers and access providers as agreed to by the Ordering and Billing Forum.

Access Tandem: An Exchange Carrier's switching system that provides a concentration and distribution function for originating or terminating traffic between local switching centers and Customers' premises.

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

Alternate Access: Alternate Access has the same meaning as Local Access except that the provider of the service is an entity other than the Local Exchange Carrier authorized or permitted to provide such service. The charges for Alternate Access may be specified in a private agreement rather than in a published or special Pricelist if private agreements are permitted by applicable governmental rules.

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

B Channel: Bearer capability determines the type of connection or path required on a given call.

Bit: Abbreviation for binary digit. 1. A character used to represent one of the two digits in the numeration system with a base of two, and only two, possible states of a physical entity or system. 2. In binary notation either of the characters 0 or 1.

SECTION 1 - DEFINITIONS (Cont'd)

Business Service: A switched network service that provides for dial station communications that is described as a business or commercial rate.

Call Forwarding: An arrangement whereby incoming calls may be transferred to another telephone number by dialing a prefix code and the telephone number of the service to which calls are to be transferred. Calls forwarded by this feature are subject to local and long distance message charges. This service contemplates that normal transmission performance quality cannot be guaranteed to all calls.

Call Waiting: Permits a line in the talking state to be alerted by a tone when another call is attempting to complete to the line. Audible ringing is returned to the originating line. The service also provides a hold feature that is activated by a switchhook flash.

Caller ID: Displays incoming number (and name if service is ordered) on a carrier's Customer-provided display device attached to line or telephone or answering machine with a built-in screen.

Channel: 1. A connection between initiating and terminating nodes of a circuit. 2. A single path provided by a transmission medium via either (a) physical separation, such as by multipair cable or (b) electrical separation, such as by frequency- or time-division multiplexing. 3. A path for conveying electrical or electromagnetic signals, usually distinguished from other parallel paths.

Collect Call: A billing arrangement where a call is billed to the called station.

Commission: The Washington Utilities and Transportation Commission ("WUTC").

Common Carrier: A telecommunications company that holds itself out to the public for hire to provide communications transmission services, such companies are usually subject to regulation by Federal and state regulatory commissions.

Common-Channel Signaling: In a multichannel communications system, signaling in which one channel in each link is used for signaling to control, account for, and manage traffic on all channels of the link. Note: The channel used for common-channel signaling does not carry user information.

Common-Channel Interoffice Signaling (CCIS): In multichannel switched networks, a method of transmitting all signaling information for a group of trunks by encoding it and transmitting it over a separate channel using time division digital techniques.

SECTION 1 - DEFINITIONS (Cont'd)

Communications Services: Mitel Cloud Services, Inc.'s intrastate local exchange switched telephone services.

Company: Mitel Cloud Services, Inc.

Customer: The person, firm, corporation or other entity which orders or uses service and, has agreed by signature or otherwise to honor the terms of the service herein, and is responsible for the payment of rates and charges for service to call customer locations and for compliance with Pricelist regulations.

Dedicated Service: In a communications system, a specified set of functions provided to designated users, in a communications format, such as voice, digital data, facsimile, or video.

Demarcation Point: That point at which operational control or ownership of communications facilities changes from one organizational entity to another. Note: The demarcation point is usually the interface point between customer-premises equipment and external network service provider equipment.

Exchange: A unit established by a utility for communication service in a specific geographic area, which unit 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.

Facilities: Equipment and/or machinery owned or leased by the Company, or utilized by a wholesaler in providing the service that the Company resells used in the provision of the services.

Fiber Optic Cable: A telecommunications cable in which one or more optical fibers are used as the propagation medium. Note 1: The optical fibers are surrounded by buffers, strength members, and jackets for protection, stiffness, and strength. Note 2: A fiber-optic cable may be an all-fiber cable, or contain both optical fibers and metallic conductors.

Full-Duplex (FDX) Circuit: A circuit that permits simultaneous transmission in both directions.

Hub: 1. A distribution point in a network. 2. A device that accepts a signal from one point and redistributes it to one or more points.

SECTION 1 - DEFINITIONS (Cont'd)

Interexchange Carrier (IXC): A communications common carrier that provides telecommunications services between LATAs or between exchanges within the same LATA. Note: Interexchange carriers have usually relied on local exchange carriers or competitive access providers for the local origination and termination of their traffic.

Joint User: A person, firm or corporation which is designated by the Customer as a user of services furnished to the Customer by the Company and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

(LATA) Local Access and Transport Area: Under the terms of the Modification of Final Judgment (MFJ), a geographical area within which a divested Bell Operating Company (BOC) is permitted to offer exchange telecommunications and exchange access services.

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 that furnishes local exchange telephone service.

Local Exchange Service Area: The area within which telephone service is furnished under a specific schedule of rates and charges and without long distance charges. A local service area may include one or more exchange areas and exchange segments within the same LATA. The local service area for a given exchange always includes the basic service area and may include an expanded service area.

Measured Service: The provision of intrastate long distance measured time communications telephone service to customers who access the carrier's service at its switching and call processing equipment by means of access facilities obtained from a local exchange common carrier. Carrier is responsible for arranging for the access lines.

Off-Hook: 1. The condition that exists when an operational telephone instrument or other user instrument is in use, i.e., during dialing or communicating. Note: Off-hook originally referred to the condition that prevailed when the separate earpiece, i.e., receiver, was removed from its switchhook, which extended from a vertical post that also supported the microphone, and which connected the instrument to the line when not depressed by the weight of the receiver. 2. One of two possible signaling states, such as tone or no tone and ground connection versus battery connection. Note: If off-hook pertains to one state, on-hook pertains to the other. 3. The active state, i.e., closed loop, of a subscriber or PBX user loop. 4. An operating state of a communications link in which data transmission is enabled either for (a) voice or data communications or (b) network signaling.

SECTION 1 - DEFINITIONS (Cont'd)

On-Hook: 1. The condition that exists when an operational telephone, or other user instrument, is not in use. Note: On-hook originally referred to the storage of an idle telephone receiver, i.e., separate earpiece, on a hook that extended from a vertical post that supported the microphone also. The hook was mechanically connected to a switch that automatically disconnected the idle telephone from the network. 2. One of two possible signaling states, such as tone or no tone, or ground connection versus battery connection. Note: If on-hook pertains to one state, off-hook pertains to the other. 3. The idle state, i.e., open loop, of a subscriber or PBX user loop. 4. An operating state of a communications link in which data transmission is disabled and a high-impedance, i.e., open circuit, is presented to the link by the end instrument(s). Note: During the on-hook condition, the link is responsive to ringing signals.

Operator Station: A call that is completed with the assistance of an operator and billed to the calling party.

Out-of-Band Signaling: 1. Signaling that uses a portion of the channel bandwidth provided by the transmission medium, e.g., the carrier channel, which portion is above the highest frequency used by, and is denied to, the speech or intelligence path by filters. Note: Out-of-band signaling results in a lowered high-frequency cutoff of the effective available bandwidth. 2. Signaling via a different channel (either FDM or TDM) from that used for the primary information transfer. Contrast with common-channel signaling, in-band signaling, out-slot signaling.

Person-to-Person: A call for which the person originating the call specifies to the operator a particular person, department or extension is to be reached. Person-to-Person charges only apply when the call is completed to the requested party or when the calling party agrees to talk to another person.

Point of Presence (POP): A physical layer within a local access and transport area (LATA) at which an inter-LATA carrier establishes itself for the purpose of obtaining LATA access and to which the local exchange carrier provides access services.

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

SECTION 1 - DEFINITIONS (Cont'd)

Residential Service: Residential Service is that service furnished in private homes or apartments, including all parts of the Customer's domestic establishment, for domestic use and not for substantial occupation use, *e.g.* in the study of a clergyman located in a church, in college fraternity or sorority houses, college dormitories, convents and monasteries for domestic rather than occupational use in residential quarters.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service is available for use, unless extended by the Customer's refusal to

Service Commencement Date (Cont'd): accept service which does not conform to standards set forth in the Service Order or this Pricelist, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date. Service will be commenced within 5 days after the service order date if the facilities and network capacity are available from the underlying carrier.

Service Order: The written request for the Company's services provided herein executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this Pricelist, but the duration of the service is calculated from the Service Commencement Date.

Signaling System No. 7 (SS7): A common-channel signaling system defined by the CCITT in the 1988 Blue Book, in Recommendations Q.771 through Q.774. Note: SS7 is a prerequisite for implementation of an Integrated Services Digital Network (ISDN).

SONET: Acronym for synchronous optical network. An interface standard for synchronous 2.46-Gb/s optical-fiber transmission, applicable to the Physical Layer of the OSI Reference Model. Note 1: SONET uses a basic data rate of 51.840 Mb/s, called OC1 (optical carrier 1). The SONET hierarchy is defined in multiples of OC1, up to and including OC48, for a maximum data rate of 2.48832 Gb/s. Note 2: SONET was developed by the Exchange Carriers Standards Association (ECSA).

Third Party Billing: Service option that allows a call to be billed to an account different from that of the calling or called party.

SECTION 1 - DEFINITIONS (Cont'd)

Three-Way Calling: Allows a station line user to add a third party to an existing conversation.

Trunk: 1. In a communications network, a single transmission channel between two points that are switching centers or nodes, or both. 2. [A] circuit between switchboards or other switching equipment, as distinguished from circuits which extend between central office switching equipment and information origination/termination equipment. Note: Trunks may be used to interconnect switches, such as major, minor, public and private switches, to form networks.

User: A Customer or any other person authorized by a Customer to use service provided under this Pricelist.

SECTION 2 - REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

The Company undertakes to furnish local telecommunications services pursuant to the terms of this Pricelist in connection with voice, data and other types of transmissions between points within the State of Washington.

2.1.2 Terms and Conditions

2.1.2.1 Service is provided on the basis of a minimum period of at least one month, 24-hours per day, and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days' notice. For the purpose of computing charges in this Pricelist, a month is considered to have 30 days, unless otherwise specified herein.

2.1.2.2 Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this Pricelist. Customers will also be required to execute any other documents as may be reasonably requested by the Company.

2.1.2.3 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 upon 30 days' notice. Any termination shall not relieve Customer of its obligation to pay any charges incurred under the service order and this Pricelist 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.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.2 Terms and Conditions (Cont'd)

2.1.2.4 While the Company will strive to meet Customer needs for retention of individual telephone numbers, circumstances beyond the control of the Company may require that the Company reserves the reasonable right to assign, designate or change telephone numbers, any other call number designations associated with Access Services, or the Company serving central office prefixes associated with such numbers, when necessary in the conduct of its business.

2.1.2.5 Service may be terminated without notice to the Customer if:

- A. The Customer is using the service in violation of this Pricelist; or
- B. The Customer is using the service in violation of the law.

2.1.2.6 This Pricelist shall be interpreted and governed by the laws of the State of Washington without regard for its choice of laws provision.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Liability of the Company

- 2.1.3.1 The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control (except, as in accordance with WAC 480-120-520, the Company shall make reasonable provisions to minimize the effects of service outages to the extent it owns the affected equipment), resulting from failures of power service, climate control, fire, explosion, water, storm, *force majeure*, or other catastrophe.
- 2.1.3.2 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. The Company will provide credits for interruptions in service to the extent such credits are provided by the underlying carrier.
- 2.1.3.3 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.
- 2.1.3.4 The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Liability of the Company (Cont'd)

2.1.3.5 The Company is not liable for any claims for loss or damages involving:

- A. Breach in the privacy or security of communications transmitted over the Company's facilities;
- B. Any representations made by the Company employees that do not comport, or that are inconsistent, with the provisions of this Pricelist;

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Liability of the Company (Cont'd)

2.1.3.5 (Cont'd)

- C. Any act or omission in connection with the provision of 911, E911 or similar services;
- D. Any non-completion of calls due to network busy conditions complying with applicable industry quality of service standards as well as with the service quality standards established by the WUTC.

2.1.3.6 The Company neither guarantees nor makes any warranty with respect to installations provided by it for use in an explosive atmosphere. The Company shall be indemnified, defended and held harmless by the Customer from and against any and all claims, loss, demands, suits, or other action, or any liability whatsoever, including attorney fees, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to or death of any person or persons, and for any loss, damage or destruction of any property, including environmental contamination, whether owned by the Customer or by any other party, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, presence, condition, location, use or removal of any equipment or facilities or the service provided by the Company. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this Section as a condition precedent to installations of the Company owned equipment.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.3 Liability of the Company (Cont'd)

2.1.3.6 (Cont'd)

The Company assumes no responsibility for the availability or performance of any cable or satellite systems or related facilities under the control of other entities, or for other facilities provided by other entities used for service to the Customer, even if the Company has acted as the Customer's agent in arranging for such facilities or services unless these services are directly related to the Company's provision of service. Such facilities are provided subject to such degree of protection or non-preemptibility as may be provided by the other entities.

2.1.3.7 The liability of the Company for errors in billing, under this pricelist, that result in overpayment by the Customer shall be limited to credit equal to the dollar amount erroneously billed or, in the event that payment has been made and service has been discontinued, to a refund of the amount erroneously billed.

2.1.4 Notification of Service-Affecting Activities

When the Company in connection with its work, intends to interrupt service, those subscribers who may be affected, will be notified in advance; and to the extent the Company is reasonably aware that the incumbent carrier will interrupt service, such notification will be provided. Generally, such activities are not specific to an individual Customer but affect many Customers' services. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.5 Refusal of Service

2.1.5.1 The Company may refuse to connect with or render service to an applicant for service when such service will adversely affect the service to other existing customers or where the applicant has not complied with state, county, or municipal codes and/or regulations concerning the rendition of such service.

2.1.5.2 The Company may refuse to serve an applicant for service or a Customer if, in its judgement, the provision of service is considered hazardous or of such nature that satisfactory service cannot be given.

2.1.5.3 The Company may deny service to an applicant or Customer because of an overdue, unpaid prior obligation to the Company for the same class of service at the same or different location until the obligation is paid or arrangements satisfactory to the Company are made, provided that an overdue or unpaid obligation to an information provider shall not be grounds for denial of service. A non-telecommunications company applicant for service shall only on an initial occurrence be entitled as a matter of right to arrange to pay an overdue, unpaid prior obligation over not less than six monthly billing periods. Any amount owed to the Company at the time a customer's local service is disconnected for nonpayment is considered a prior obligation. If an applicant or Customer defaults on a payment agreement such default shall constitute grounds for discontinuance or toll restriction of service under the provisions of Washington Administrative Code at Chapter 480-120-081. The Company may offer a payment agreement at any time if deemed appropriate by the Company.

SECTION 2 - REGULATIONS (Cont'd)

2.1 Undertaking of the Company (Cont'd)

2.1.5 Refusal of Service (Cont'd)

2.1.5.4 The Company may deny service to an applicant or Customer for service at an address where a former Customer is known to reside and has an overdue, unpaid prior obligation to the same telecommunications company for the same class of telecommunications service at that address until the obligation is paid or satisfactory arrangements are made.

2.1.5.5 The Company may deny installation or continuation of service to any applicant or Customer who fails to provide accurate and verifiable information necessary to establish the identity of the applicant or until verifiable information is provided.

2.1.5.6 The Company may deny installation or continuation of service to any applicant or Customer who is shown to have obtained or retained service from the Company by fraudulent means, including but not limited to false statements or credit references or employment; false statement of premises address; use of an alias or false name with intent to deceive; rotation of service among roommates or persons living together for the purpose of avoiding the debts of one or more of said persons, or any other similar fraudulent devices.

2.1.5.7 The Company shall deny service to a nonregistered telecommunications company that intended to use the service requested to provide telecommunications for hire, sale, or resale to the general public within the State of Washington. Any telecommunications company requesting service from the Company shall state in writing whether the service is intended to be used for intrastate telecommunications for hire, sale, or resale to the general public.

SECTION 2 - REGULATIONS (Cont'd)

2.2 Prohibited Uses

- 2.2.1 The services 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 applicants for service who intend to use the Company's offerings for resale to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 2.2.3 The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- 2.2.4 A Customer, Joint User, or Authorized User may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and nonrecurring installation charges as stated in this Pricelist will apply.

SECTION 2 - REGULATIONS (Cont'd)

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for the payment of all applicable charges pursuant to this Price List.

SECTION 2 - REGULATIONS (Cont'd)

2.4 Payment Arrangements

2.4.1 Payment for Service

The Customer is responsible for the payment of all charges for services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

2.4.2 Billing and Collection of Charges

2.4.2.1 Nonrecurring charges are due and payable within 30 days after the date an invoice is mailed to the Customer by the Company.

2.4.2.2 The Company shall present invoices for charges monthly to the Customer, and such charges shall be due and payable within 30 days after the invoice is mailed.

2.4.2.3 When service does not begin on the first day of the month, or end on the last day of the month, 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.

SECTION 2 - REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.2 Billing and Collection of Charges (Cont'd)

2.4.2.4 Billing of the Customer by the Company will begin on the Service Commencement Date, and accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

2.4.2.5 If any portion of the payment is received by the Company after the date due, or if any portion of the payment is received by the Company in funds which are not immediately available, then a late payment penalty shall be due to the Company. The late payment penalty shall be the portion of the payment not received by the date due, multiplied by a late factor of 1.5%.

2.4.2.6 Customer is responsible for payment of any sales, use, gross receipts, excise, access or other local, state and federal taxes, charges or surcharges (excluding taxes on the Company's net income) based on the provision, sale and use of services provided pursuant to this Pricelist.

SECTION 2 - REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.3 Discontinuance of Service

2.4.3.1 Upon nonpayment of any amounts owing to the Company, the Company may, by giving requisite prior written notice to and attempted telephonic and/or personal contact with the Customer in accordance with the rules of the Utilities and Transportation Commission as specified at Washington Administrative Code at Chapter 480-120-081, discontinue or suspend service without incurring any liability.

2.4.3.2 Upon violation of any of the other material terms or conditions for furnishing service the Company may, 30 days after giving notice to the Customer discontinue or suspend service without incurring any liability if such violation continues during that period. The Company reserves the option to disconnect service as soon as eight days after the date that the notice of discontinuance or suspension of service was mailed to the customer.

SECTION 2 - REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.3 Discontinuance of Service (Cont'd)

2.4.3.3 The Company may discontinue or suspend service without incurring any liability subject to the provisions of Washington Administrative Code at Chapter 480-120-081.

2.4.3.4 Upon any governmental prohibition or governmentally required alteration of the scope, nature, technical parameters or other material change in the manner in which telecommunications services is rendered, or any violation of an applicable law or regulation, the Company may discontinue service without incurring any liability, subject to the provisions of Washington Administrative Code at Chapter 480-120-081.

2.4.3.5 When the Company has cause to totally disconnect or has totally disconnected a residential service, it shall postpone disconnection of local service after receiving either verbal or written notification of the existence of a medical emergency for a grace period of five business days, in accordance with Washington Administrative Code at Chapter 480-120-081.

2.4.3.6 Upon the Company's discontinuance of service to the Customer under Section 2.4.3.1 or 2.4.3.2, the Company in addition to all other remedies that may be available to the Company or under any other provision of this Pricelist, may declare all future monthly and other charges which would have been payable by the Customer during the remainder of the contract term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

SECTION 2 - REGULATIONS (Cont'd)

2.4 Payment Arrangements (Cont'd)

2.4.4 Taxes

If a municipality or political subdivision collects or receives any payment or payments or any telephone service without charge or at reduced rates from the Carrier for or by reason of the operation of the Carrier's business or any portion or phase thereof in the municipality or political subdivision or by reason of an agreement between the municipality or political subdivision and the Carrier, whether such payments or such service be called a license, occupational, privilege, franchise or inspection tax or fee or otherwise, or whether in a lump sum, or at a flat rate, based on receipts or otherwise, the aggregate amount of such payments and such service will be billed, insofar as practical, pro rata to the exchange customers within such municipality or political subdivision, provided, however, the foregoing shall not apply to any such payment or payments or to any such telephone service without charge or at reduced rates during the term of any agreements or arrangement now in effect. All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items on monthly bills to customers and are not included in the quoted rates.

SECTION 2 - REGULATIONS (Cont'd)

2.5 Allowances for Interruption in Service

Interruptions in service, which are not due to the negligence of, or noncompliance with the provisions of this Price List by, the Customer or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in Section 2.5.1 for the part of the service that the interruption affects.

2.5.1 Credit for Interruptions

2.5.1.1 A credit allowance will be made when an interruption occurs because of a failure of any component furnished by the Company under this Pricelist. An interruption period begins when the Customer reports a service to be interrupted and releases it for testing and repair. An interruption period ends when the service is operative. If the Customer reports a service to be inoperative but declines to release it for testing and repair, it is considered to be impaired but not interrupted.

2.5.1.2 For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the rates specified hereunder and is dependent upon the length of the interruption.

SECTION 2 - REGULATIONS (Cont'd)

2.5 Allowances for Interruption in Service (Cont'd)

2.5.1 Credit for Interruptions (Cont'd)

2.5.1.3 A credit allowance will be given for interruptions of 30 minutes or more. Credit allowances shall be calculated as follows:

Interruptions of 24 Hours or Less

<u>Length of Interruption</u>	<u>Interruption Period To Be Credited</u>
Less than 30 minutes	None
30 minutes up to but not including 3 hours	1/10 Day
3 hours up to but not including 6 hours	1/5 Day
6 hours up to but not including 9 hours	2/5 Day
9 hours up to but not including 12 hours	3/5 Day
12 hours up to but not including 15 hours	4/5 Day
15 hours up to but not including 24 hours	One Day

Two or more interruptions of 15 minutes or more during any one 24-hour period shall be considered as one interruption.

Interruptions Over 24 Hours and Less Than 72 Hours. Interruptions over 24 hours and less than 72 hours will be credited 1/5 day for each 3-hour period or fraction thereof. No more than one full day's credit will be allowed for any period of 24 hours.

Interruptions Over 72 Hours. Interruptions over 72 hours will be credited 2 days for each full 24-hour period. No more than 30 days credit will be allowed for any one month period.

SECTION 2 - REGULATIONS (Cont'd)

2.5 Allowances for Interruption in Service (Cont'd)

2.5.2 Limitations on Allowances

No credit allowance will be made for:

- Interruptions due to the negligence of, or noncompliance with the provisions of this Price List by, the Customer, authorized user, joint user, or other common carrier providing service connected to the service of the Company;
- Interruptions due to the negligence of any person other than the Company, including but not limited to the Customer other common carriers connected to the Company's services.
- Interruptions due to the failure or malfunction of non-Company equipment;
- Reasonable 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; and
 - Interruption of service due to circumstances or causes beyond the control of the Company as defined by WAC 480-120-520(8).

SECTION 2 - REGULATIONS (Cont'd)

2.6 Use of Customer's Service by Others

2.6.1 Resale

Any service provided under this Price List may be resold to or shared with other persons at the option of Customer, subject to compliance with any applicable laws or Commission regulations governing such resale or sharing. Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this Pricelist, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.6.2 Reserved for Future Use

SECTION 2 - REGULATIONS (Cont'd)

2.7 Cancellation of Service

If a Customer cancels a Service Order for special construction or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in section 2.5), Customer agrees to pay to the Company the 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 Section 2.4. All costs, fees and expenses reasonably incurred in connection with:

- All nonrecurring charges reasonably expended by the Company to establish service to Customer, plus
- Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer where special design work is involved, plus
- All charges specified in the applicable Service Order for the balance of the then current term.

2.8 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties as permitted by the WUTC (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

SECTION 2 - REGULATIONS (Cont'd)

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 the 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 Pricelist 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 placement 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.

SECTION 2 - REGULATIONS (Cont'd)

2.10 Excise Taxes and Funds

The Company agrees to collect and remit the following social program excise taxes levied upon all end users of regulated telecommunications services pursuant to WUTC rules. The Company also agrees to collect and remit relevant federal taxes. Company will update upon notice of change.

2.10.1 Washington Telephone Assistance Program (WTAP)

Tax per access line per month: \$0.13

2.10.2 Telecommunications Relay Services (TRS) for Hearing Impaired

Tax per access line per month: \$0.15

2.10.3 E-911 State Excise Tax

Tax per access line per month: \$0.20

2.10.4 E-911 County Tax (except King County

Tax per access line per month: \$0.50

2.10.5 E-911 King County Tax (This tax applies to access lines located within King County only.)

Tax per access line per month: \$0.35

SECTION 3 - APPLICATION OF RATES

3.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this Pricelist.

3.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

- 3.2.1 Calls are measured in temporal increments identified for each service. All calls which are fractions of a measurement increment are rounded up to the next whole unit.
- 3.2.2 Timing of calls begins when the called station is answered, as determined by standard industry methods generally in use for ascertaining answer, including hardware answer supervision in which the local telephone company sends a signal to the switch or the software utilizing audio tone detection. The Company does not bill for incomplete calls.
- 3.2.3 Timing terminates on all calls when the calling party hangs up or the Company's network receives an on-hook signal from the terminating carrier.
- 3.2.4 Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.
- 3.2.5 All times refer to local times where the call is originated.

SECTION 3 - APPLICATION OF RATES (Cont'd)

3.3 Rates Based Upon Distance

Where charges for a service are specified based upon distance, the following rules apply:

- 3.3.1 Distance between two points is measured as airline distance between the rate centers of the originating and terminating telephone lines. The rate center is a set of geographic coordinates, as referenced in the Local Exchange Routing Guide (LERG), issued by and available from the Traffic Routing Administration (TRA) office at Bell Communications Research, Inc. (Bellcore), Morristown, New Jersey, and in National Exchange Carrier Association, Inc. Pricelist FCC No. 4 ("NECA Pricelist"), associated with each NPA-NXX combination (where NPA is the area code and NXX is the first three digits of a seven-digit telephone number). Where there is no telephone number associated with an access line on the Company's network (such as a dedicated 800 or WATS access line), the Company will apply the rate center of the Customer's main billing telephone number.

SECTION 3 - APPLICATION OF RATES (Cont'd)

3.3 Rates Based Upon Distance (Cont'd)

3.3.2 The airline distance between any two rate centers is determined as follows:

- Obtain the “V” (vertical) and “H” (horizontal) coordinates for each Rate Center from the above-referenced NECA Pricelist.
- Compute the difference between the “V” coordinates of the two Rate Centers; and the difference between the two “H” coordinates.
- Square each difference obtained in step (b) above.
- Add the square of the “V” difference and the square of the “H” difference obtained in step (c) above.
- Divide the sum of the squares by 10 and 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.

SECTION 4 - OPTIONAL FEATURES

4.1 Directory Listings

For each Customer of the Company-provided service(s), the Company shall arrange for the listing of the Customer's main billing telephone number (for Customers with multiple premises served by the Company, the Company will arrange for a listing of the main billing telephone number at each premises) in the directory(ies) published by the dominant Local Exchange Carrier in the area at no additional charge. At a Customer's option, the Company will arrange for additional listings or services at the following rates:

Monthly Rate/Per Line

1.	Non-Published Private Listing	\$0.55
2.	Non-Listed (Semiprivate) Listing	\$0.55
3.	Additional Listing - Business	\$1.55
4.	Additional Listing - Residence	\$1.55

A Residential Service Customer may request a dual name directory listing which contains, in addition to the Customer's surname, the given names or initials (or combination thereof) of the Customer and (1) one other person with the same surname who resides at the same address; or (2) a second name, other than the surname, by which the Customer is also known. WAC 480-120-042.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services

4.2.1 Call Forwarding

Call Forwarding allows for the automatic forwarding (transfer) of all incoming calls to another telephone number. The line can be restored to normal operation at any time.

Busy Call Forwarding allows the forwarding of incoming calls when the line is busy. The forwarded number is fixed by the service order.

Delayed Call Forwarding allows the forwarding of incoming calls when the line remains unanswered after a preset number of rings. The number of rings and the forwarded number are fixed by the service order.

Select Call Forwarding allows the automatic forwarding (transfer) of calls from up to ten preselected numbers to another telephone number. The line can be restored to normal operation at any time.

Remote Access Call Forwarding allows the activation and forwarded number to number from a location other than where the service is located.

4.2.2 Call Waiting

Call Waiting sends a tone signal while a call is in progress to indicate a second call is waiting; and by operation of the switchhook, to place the first call on hold and answer the waiting call. Operation of the switchhook permits passage back and forth between the two calls, but a three-way call cannot be established.

Cancel Call Waiting allows the dialing of an activation code prior to making a call, to cancel the Call Waiting feature. Cancel Call Waiting must be activated each time Call Waiting is canceled.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.3 Three-Way Calling

Three-Way Calling allows the addition of a third party to an established connection. When the third party answers, a two-way conversation can be held before adding the original party for a three-way conference. The initiator of the conference controls the call and may disconnect the third party to reestablish the original connection or establish a connection to a different third party. This feature may be used on both incoming and outgoing calls.

4.2.4. Priority Ringing

Priority Ringing differentiates incoming calls from up to ten preselected telephone numbers by signaling with a distinctive ringing pattern.

4.2.5 Repeat Dialing

Repeat Dialing allows calls to be automatically redialed when the first attempt reaches a busy number. The line is checked every 45 seconds for up to 30 minutes and alerts the originating telephone line with a distinctive ringing pattern when the busy number and the originating line are free.

4.2.6 Call Screening

Call Screening allows the automatic blocking of incoming calls from up to ten preselected telephone numbers. The list of numbers can be changed at any time. Callers whose numbers have been blocked will hear a recorded message and no usage charges will apply.

4.2.7 Call Return

Call Return allows the return of a call to the last incoming call whether answered or not. Upon activation, it will redial the number automatically and continue to check the number every 45 seconds for up to 30 minutes if the number is busy. A distinctive ringing pattern signals when the busy number is free. When answered, the call is then completed. The calling party's number is not delivered or announced to the call recipient.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.8 Caller ID

This feature allows the user to screen incoming calls see the telephone number of the party making the call on a special display device that can be purchased separately. Caller ID Deluxe, in addition to Caller ID features, enables the display of the main listed name associated with the calling telephone number. This offering is subject to serving facility available.

Caller ID - Number

	Monthly Recurring Charge	
	Verizon Area	Qwest Area
each residential line	\$7.95	\$7.50
each business line	\$10.95	\$7.50

Caller ID Deluxe

	Monthly Recurring Charge	
	Verizon Area	Qwest Area
each residential line	\$7.00	\$7.95
each business line	\$10.00	\$7.95

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.9 Rates and Charges

Call Forwarding Family

Call Forwarding - Busy Line:

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$1.85	\$7.00
each business line	\$1.85	\$11.00
Verizon Area		
each residential line	\$1.25	\$12.00
each business line	\$1.25	\$24.25

Call Forwarding - Don't Answer:

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$2.00	\$7.00
each business line	\$2.00	\$11.00
Verizon Area		
each residential line	\$1.25	\$12.00
each business line	\$1.25	\$24.25

Call Forwarding - Busy Line/Don't Answer:

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$2.50	\$7.00
each business line	\$2.50	\$11.00
Verizon Area		
each residential line	\$1.50	\$12.00
each business line	\$1.50	\$24.25

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.9 Rates and Charges (Cont'd)

Call Forwarding Family (Cont'd)

Remote Access Call Forwarding:

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$5.95	\$7.00
each business line	\$5.95	\$11.00
Verizon Area		
each residential line	\$19.00	\$12.00
each business line	\$19.00	\$24.25

Call Waiting

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$3.00	\$7.00
each business line	\$3.50	\$11.00
Verizon Area		
each residential line	\$3.75	\$12.00
each business line	\$4.00	\$24.25

Three-Way Calling

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$2.95	\$7.00
each business line	\$3.50	\$11.00
Verizon Area		
each residential line	\$3.75	\$12.00
each business line	\$4.25	\$24.25

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.9 Rates and Charges (Cont'd)

Speed Calling (8 Code Capacity)

	Monthly Recurring	Non-Recurring
<u>Qwest Area</u>		
each residential line	\$2.00	\$7.00
each business line	\$2.80	\$11.00
<u>Verizon Area</u>		
each residential line	\$3.00	\$12.00
each business line	\$3.30	\$24.25

Speed Calling (30 Code Capacity)

	Monthly Recurring	Non-Recurring
<u>Qwest Area</u>		
each residential line	\$3.00	\$7.00
each business line	\$5.55	\$11.00
<u>Verizon Area</u>		
each residential line	\$4.50	\$12.00
each business line	\$5.00	\$24.25

Priority Ringing

	Monthly Recurring	Non-Recurring
<u>Qwest Area</u>		
each residential line	\$3.50	\$7.00
each business line	\$3.50	\$11.00
<u>Verizon Area</u>		
each residential line	\$3.50	\$12.00
each business line	\$4.00	\$24.25

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.2 Custom Calling Services (Cont'd)

4.2.9 Rates and Charges (Cont'd)

Repeat Dialing

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$3.50	\$7.00
each business line	\$3.50	\$11.00
Verizon Area		
each residential line	\$5.00	\$12.00
each business line	\$6.00	\$24.25

Call Return

	Monthly Recurring	Non-Recurring
Qwest Area		
each residential line	\$3.00	\$7.00
each business line	\$3.00	\$11.00
Verizon Area		
each residential line	\$5.00	\$12.00
each business line	\$6.00	\$24.25

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.3 Directory Assistance

Users of the Company's calling services (excluding 800 services) may obtain assistance in determining telephone numbers within Washington by calling the Company's Directory Assistance operator.

Each number requested is charged for as shown below. Requests for information other than telephone numbers will be charged the same rate as shown for the applicable request for telephone numbers.

A Directory Assistance call charged to a calling card or commercial calling card or to a third number will be billed the appropriate operator charge, as specified in this Pricelist, plus the charge for Directory Assistance.

Non-published telephone numbers are not available from the Directory Assistance service.

	<u>Charge</u>
Directory Assistance	\$1.25 per call

A credit will be given for calls to Directory Assistance when:

- The Customer experiences poor transmission or is cut off during call.
- The Customer is given an incorrect telephone number, or the customer inadvertently misdials an incorrect Directory Assistance NPA.

To receive a credit, the Customer must notify the Company of the problem experienced.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service

4.4.1 Description

4.4.1.1 Message Delivery Service (MDS) transmits call information pertaining to all incoming calls to a MDS customer's Multiline Hunt Group (MLHG). This information includes the following:

- The called directory number. (10 digits where available.)
- The calling directory number (if the calling number is in the same central office switch as the customer; or from other central offices if technically available; 10 digits where available).
- The reason for forwarding on forwarded calls, such as busy or don't answer.

4.4.1.2 This information is transmitted to the customer via a Call Data Input/Output Central Office Facility between the central office switch and the customer's equipment at the customer's premises.

4.4.1.3 This service enables the customer to identify the called client on forwarded calls and provide personalized answering responses to those customers' calls. Additionally, the identity of the calling directory number (if the calling number is available) will allow the customer to provide more personalized answering to the

4.4.2 Terms And Conditions

4.4.2.1 The customer must have a MLHG in the same central office switch where the Call Data Input/Output Central Office Facility terminates that is used to transmit call information and the customer client telephone number. Under certain circumstances, the MLHG may be provided from a remote switch served by the central office where the Call Data Input/Output Central Office Facility terminates at the discretion of the Company

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.2 Terms And Conditions (Cont'd)

- 4.4.2.2 A Call Data Input/Output Central Office Facility is required between the central office and the customer's equipment that receives the call related information and/or generates a message waiting indication activation/deactivation request.
- 4.4.2.3 Signaling on the data link (private line) is ASCII asynchronous.
- 4.4.2.4 More than one customer MLHG may be served by the same Call Data Input /Output Central Office Facility as long as the customer's equipment can interpret the data transmitted.
- 4.4.2.5 When used in conjunction with Message Waiting Indication-Audible, Visual or Audible/Visual, the customer must have compatible message desk customer premises equipment.
- 4.4.2.6 A Voiceband/Data Circuit (or equivalent) is required in addition to the Call Data Input/Output Central Office Facility to provide signaling between the central office and the customer's premises, to provide call information and/or message waiting indication.
- 4.4.2.7 MDS will be provided where technically and/or economically feasible where sufficient demand exists to warrant provision of the service.
- 4.4.2.8 Nonpublished information may only be provided to providers in conformance with a nondisclosure agreement prohibiting the display, storage, or disclosure of nonpublished information. The nondisclosure agreement will be signed annually.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.2 Terms And Conditions (Cont'd)

- 4.4.2.9 MDS is for use with Voice Messaging service and/or for intrasystem call routing purpose only.
- 4.4.2.10-Customers shall be required to sign an agreement not to disclose the calling number identified as a result of the service unless permission is given by the calling party; customers will only use the information to complete processing of the call.
- 4.4.2.11-The customer is required to provide the modem or channel interface equipment at the customer premises end of the Call Data Input/Output Central Office Facility.
- 4.4.2.12-It is the customer's responsibility to ensure that requests from the customer's CPE to activate or deactivate Message Waiting Indication (via the Call Data Input/Output Central Office Facility) shall be made only for end user client's telephone numbers equipped with a Message Waiting Indication feature. Repeated invalid activation or deactivation requests for the same telephone number may adversely affect the network and, therefore, shall be considered as a CPE trouble condition.
- 4.4.2.13-A message waiting indication activation/deactivation request will be effective only for customers in the same central office switch where the Call Data Input/Output Central Office Facility terminates.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.3 Rates And Charges

4.4.3.1 The rates and charges for this service are in addition to all rates and charges for the associated underlying service.

4.4.3.2 The nonrecurring charge to change the service is the same as the charge to install

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
4.4.3.3 Call Data Input/Output Central Office Facility, each	\$400.00	\$450.00
4.4.3.4 Per Multiline Hunt Group Terminating in Call Data Input/Output Central Office Facility	\$150.00	\$15.00
4.4.3.5 Call data, each line arranged	\$5.00	\$3.75

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.4 Message Waiting Indication - Audible

4.4.4.1 Description

Message Waiting Indication-Audible is 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 at 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.

4.4.4.2 Terms And Conditions

- A. Each provider customer subscribing to Message Waiting Indication-Audible must have their line programmed to accept Message Waiting Indication-Audible.
- B. The provider must subscribe to MDS in order to provide this feature.
- C. Message Waiting Indication-Audible can be resold.

4.4.4.3 Rates And Charges

- A. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- B. The nonrecurring charge applies per request on a per line basis to establish or change this service.
- C. One nonrecurring charge will apply when Message Waiting Indication-Audible and Custom Calling Services features are ordered at the same time, for the same customer, on the same line. See Custom Calling Services in Section 4.2.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.4 Message Waiting Indication – Audible (Cont'd)

4.4.4.3 Rates And Charges (Cont'd)

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Each customer line arranged		
• Business	\$13.00	\$1.10
• Residence	\$13.00	\$1.10

4.4.5 Message Waiting Indication - Visual

4.4.5.1 Description

Message Waiting Indication-Visual is a feature whereby subscribing customers will see a visual alerting signal giving an indication of a message waiting for the customer at the customer's chosen Message Delivery Service provider ("provider"). The signal will be initiated by the provider over the telephone line of the provider's customer. The customer may call the provider for the message or ignore the signal and place a call. The signal will continue until the message has been retrieved. The provider or customer must provide the visual device.

4.4.5.2 Terms And Conditions

- A. Each provider customer subscribing to Message Waiting Indication-Visual must have the line programmed to accept Message Waiting Indication-Visual.
- B. The provider must subscribe to Message Delivery Service in order to provide this feature.
- C. Message Waiting Indication-Visual can be resold.
- D. Message Waiting Indication-Visual is available only where facilities and conditions permit.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.4 Message Delivery Service (Cont'd)

4.4.5 Message Waiting Indication - Visual (Cont'd)

4.4.5.3 Rates and Charges

- A. The rates and charges for this service are in addition to all rates and charges for the associated underlying service.
- B. The nonrecurring charge applies for each request on a per line basis to establish or change this service.
- C. One nonrecurring charge will apply when Message Waiting Indication and Custom Calling features are ordered at the same time, for the same customer, on the same line.

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Each customer line arranged		
• Business	\$10.00	\$3.00
• Residence	\$10.00	\$3.00

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.5 Toll Restriction Service

4.5.1 Description

Toll Restriction prevents access to the toll network. Local Directory Assistance (DA) calls are not allowed. When customers dial 0 or 1 from a restricted line the call will be diverted to the Company provided intercept announcement.

4.5.2 Terms And Conditions

4.5.2.1 Toll Restriction is offered only in central offices capable of providing the service.

4.5.2.2 This service is available only on local individual residence and business lines, Foreign Exchange lines or trunks. This service is provided only where facilities and operating conditions permit.

4.5.2.3 Refer to the appropriate sections for other types of Toll Restriction offerings.

4.5.2.4 Provision of Toll Restriction service does not alleviate customers' responsibility for payment of completed toll calls.

4.5.2.5 Access to 800/888-type toll services will be allowed.

4.5.2.6 Residential Toll Restriction may prohibit collect and/or third number billed calls from being charged to the restricted number. Some calls may not be capable of being intercepted and denied. International calls and calls that do not go through a billing validation data base, will be billed to the customer if completed.

SECTION 4 - OPTIONAL FEATURES (Cont'd)

4.5 Toll Restriction Service

4.5.3 Rate-And Charges

Charges and rates for this service are in addition to the charges and rates for the class, type and grade of service furnished.

	Nonrecurring Charge	Monthly Rate
• Business Each individual line or trunk equipped	\$24.00	\$2.00
• Residence - Each individual line equipped	n/a	\$2.00

SECTION 5 - DESCRIPTION OF SERVICES

5.1 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;
- Access enhanced 911 Emergency Service;
- Access the interexchange carrier selected by the Customer for interLATA, intraLATA, interstate or international calling;
- Access Operator Services;
- Access Directory Assistance for the local calling area;
- Place or receive calls to 800 numbers; and,
- Access Telecommunications Relay Services.

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

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.2 Exchange Areas

5.2.1 Verizon Service Area Exchanges

Exchange

Acme	Custer	Leavenworth	Quincy
Alger	Darrington	Loomis	Republic
Anacortas	Deming	Lyman-Hamilton	Richland
Arlington	Edison	Lynden	Richmond Beach
Benton City	Entiat	Mansfield	Rockford
Big Lake	Everett	Maple Falls	Rosalia
Blaine	Everson	Marblemount	Sedro Woolley
Bothell	Fairfield	Marysville	Silver Lake
(Excluding Duvall)	Farmington	Lake Goodwin	Skykomish
(Including Duvall)	Ferndale	Marysville	Snohomish
Brewster	Garfield	Molson-Chesaw	Soap Lake
Bridgeport	George	Monroe	Stanwood
Burlington	Granite Falls	Mount Vernon	Stevens Pass
Camas-Washougal	Grayland	Naches	Sultan
Cashmere	Halls Lake	Newport	Tekoa
Chelan	Kennewick	Nile	Tonasket
Concrete	Kirkland	Oak Harbor	Waterville
Conway	La Conner	Oakesdale	Wenatchee
Coupeville	Letah	Palouse	Westport
Curlew	Laurel	<u>Pullman</u>	Woodland

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.2 Exchange Areas (Cont'd)

5.2.2 Qwest Service Area Exchanges

Exchange

Aberdeen-Hoquiam	<u>Colville</u>	Loon Lake	Ridgefield
Auburn	Copalis	Maple Valley	Rochester
Bainbridge Island	Coulee Dam	Moses Lake	Roy
Battle Ground	Crystal Mountain	Newman Lake	Seattle
Belfair	Dayton	Northport	Sequim
Bellevue	Deer Park	Olympia	Shelton
Bellingham	Des Moines	Omak-Okanogan	Silverdale
Black Diamond	Easton	Oroville	Spokane
Bremerton	Elk	Othello	Springdale
Buckley	Enumclaw	Pasco	Sumner
Castle Rock	Ephrata	Pateros	Tacoma
Centralia	Graham	Pomeroy	Tacoma Waverly
Chehalis	Green Bluff	Port Angeles	Tacoma
Clarkston	Hoodspport	Port Ludlow	Tochet
Cle Elum	Issaquah	Port Orchard	Vancouver
Colfax	Kent	Port Townsend	Waitsburgh
Colville	Liberty Lake	Puyallup	Walla Walla
Copalis	Longview-Kelso	Renton	Warden
			Winlock
			Yakima

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges

5.3.1 Measured Business Service - Verizon Service Area

5.3.1.1 Applicability

These rates are applicable to measured single line local exchange business service.

5.3.1.2 Territory

Within the local calling areas of all exchanges as shown and defined in Verizon's current and effective Tariffs on file with the Commission.

5.3.1.3 Rates

1.	Service Establishment - To process an order for service (per line, per order):	\$65.50
2.	Business (fewer than 5 lines) – Monthly Measured Charge (per line, per month):	\$20.20
	Business (more than 5 lines) – Monthly Measured Charge (per line, per month):	\$20.20
3.	Measured Usage Rates for Calls Between Points in Subscriber's Local Calling Area (per minute):	
	Period	Usage Rates
3a.	Day-First Minute	\$0.015
	Day-Each Additional Minute	\$0.015
3b.	Evening-First Minute	\$0.015
	Evening-Each Additional Minute	\$0.015
3c.	Night/Weekend-First Minute	\$0.015
	Night/Weekend-Each Additional Minute	\$0.015
4.	Hunting Service Charge(Per line arranged for hunting, per month): <i>There is no connection charge associated with Hunting Services.</i>	\$0.00

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.1 Measured Business Service - Verizon Service Area (Cont'd)

5.3.1.4 Special Terms and Conditions

- A. Where the Subscriber's existing Verizon service is transferred to the Company without change in the class or type of service or features, the initial service establishment fee for accomplishing such transfer will be \$7.00 per line. This transfer fee is in lieu of the Service Establishment Fee described in Section 5.3.1.3 and applies only to Verizon service transfers.
- B. Day, Evening, Night, and Weekend rates are applied as follows:

<u>Monday - Friday</u>	<u>Rate Period</u>
8:00 A.M. to 5:00 P.M.	Day
5:00 P.M. to 11:00 P.M.	Evening
11:00 P.M. to 8:00 A.M.	Night
 <u>Saturday - Sunday</u>	
All hours	Weekend

Where a call begins in one rate period and extends into another, usage charges for each minute will be assessed based on the rate period in which the usage occurs. Usage during legal holidays (New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day) will be charged at Weekend rates.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.2 Measured Business Service - Qwest Service Area

5.3.2.1 Applicability

These rates are applicable to measured single line local exchange business service.

5.3.2.2 Territory

Within the base rate areas of all exchanges as shown and defined in Qwest's current and effective Tariffs on file with the Commission.

5.3.2.3 Rates

1.	Service Establishment - To process an order for service (per line, per order):	\$48.00	
2.	Business (fewer than 5 lines) – Monthly Measured Charge (per line, per month):	\$18.60	
	Business (more than 5 lines) – Monthly Measured Charge (per line, per month):	\$18.60	
3.	Measured Usage Rates for Calls Between Points in Subscriber's Local Calling Area (per minute):		
	<u>Distance</u>	<u>First Minute</u>	<u>Additional Minutes</u>
	0-8 Miles	\$0.025	\$0.010
	9+ Miles	\$0.025	\$0.010
4.	Hunting Service Charge(Per line arranged for hunting, per month): <i>There is no connection charge associated with Hunting Services.</i>	\$0.50	

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.2 Measured Business Service - Qwest Service Area (Cont'd)

5.3.2.4 Special Terms and Conditions

Where the Subscriber's existing Qwest service is transferred to the Company without change in the class or type of service or features, the initial service establishment fee for accomplishing such transfer will be \$7.00 per line. This transfer fee is in lieu of the Service Establishment Fee described in Section 5.3.2.3 and applies only to Qwest service transfers.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.3 Measured Residential Service - Verizon Service Area

5.3.3.1 Applicability

These rates are applicable to measured single line local exchange residential service.

5.3.3.2 Territory

Within the base rate areas of all exchanges as shown and defined in Verizon's current and effective Tariffs on file with the Commission.

5.3.3.3 Rates

1.	Service Establishment - To process an order for service (per line, per order):	\$43.25
2.	Monthly Measured Charge (per line, per month):	\$9.68
3.	Measured Usage Rates for Calls Between Points in Subscriber's Local Calling Area (per minute):	
	Period	Usage Rates
3a.	Day-First Minute	\$0.015
	Day-Each Additional Minute	\$0.015
3b.	Evening-First Minute	\$0.015
	Evening-Each Additional Minute	\$0.015
3c.	Night/Weekend-First Minute	\$0.015
	Night/Weekend-Each Additional Minute	\$0.015
4.	Hunting Service Charge(Per line arranged for hunting, per month): <i>There is no connection charge associated with Hunting Services.</i>	\$1.50

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.3 Measured Residential Service - Verizon Service Area (Cont'd)

5.3.3.4 Special Terms and Conditions

- A. Where the Subscriber's existing Verizon service is transferred to the Company without change in the class or type of service or features, the initial service establishment fee for accomplishing such transfer will be \$5.00 per line. This transfer fee is in lieu of the Service Establishment Fee described in Section 5.3.3.3 and applies only to Verizon service transfers.
- B. Day, Evening, Night, and Weekend rates are applied as follows:

<u>Monday - Friday</u>	<u>Rate Period</u>
8:00 AM to 5:00 PM	Day
5:00 PM to 11:00 PM	Evening
11:00 PM to 8:00 AM	Night
 <u>Saturday - Sunday</u>	
All hours	Weekend

Where a call begins in one rate period and extends into another, usage charges for each minute will be assessed based on the rate period in which the usage occurs. Usage during legal holidays will be charged at Weekend rates.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.4 Measured Residential Service - Qwest Service Area

5.3.4.1 Applicability

These rates are applicable to measured single line local exchange residential service.

5.3.4.2 Territory

Within the base rate areas of all exchanges as shown and defined in Qwest's current and effective Tariffs on file with the Commission.

5.3.4.3 Rates

1.	Service Establishment - To process an order for service (per line, per order):	\$31.00	
2.	Monthly Measured Charge (per line, per month):	\$8.95	
3.	Measured Usage Rates for Calls Between Points in Subscriber's Local Calling Area (per minute):		
	<u>Distance</u>	<u>First Minute</u>	<u>Additional Minutes</u>
	Day Rate	\$0.025	\$0.010
	Nights/Weekend Rate	\$0.015	\$0.006
4.	Hunting Service Charge (Per line arranged for hunting, per month): <i>There is no connection charge associated with Hunting Services.</i>	\$0.50	

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.4 Measured Residential Service - Qwest Service Area (Cont'd)

5.3.4.4 Special Terms and Conditions

Where the Subscriber's existing Qwest service is transferred to the Company without change in the class or type of service or features, the initial service establishment fee for accomplishing such transfer will be \$5.00 per line. This transfer fee is in lieu of the Service Establishment Fee described in Section 5.3.4.3 and applies only to Qwest service transfers.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.5 Flat Rate Residential Service - Verizon Service Area

5.3.5.1 Types of Lines

Residential Flat Line

One-party/individual residential service for which a fixed charge is made regardless of the number of messages completed.

5.3.5.2 Service Description

Residential flat rate lines are provided within exchange boundaries. The exchange access line is provided from the Company's or the incumbent local carrier's central office facilities to the customer's location. The central office serving the location is designated by the Company or by the incumbent local carrier. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.

5.3.5.3 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Residence	\$43.25	\$15.43

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.6 Flat Rate Residential Service - Qwest Service Area

5.3.6.1 Types of Lines

Residential Flat Line

One-party/individual residential service for which a fixed charge is made regardless of the number of messages completed.

5.3.6.2 Service Description

Residential flat rate lines are provided within exchange boundaries. The exchange access line is provided from the Company's or the incumbent local carrier's central office facilities to the customer's location. The central office serving the location is designated by the Company or by the incumbent local carrier. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.

5.3.6.3 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Residence	\$31.00	\$12.50

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.7 Flat Rate Business Service - Verizon Service Area

5.3.7.1 Types of Lines

Business Flat Line

One-party/individual business service for which a fixed charge is made regardless of the number of messages completed.

5.3.7.2 Service Description

Business flat rate lines are provided within exchange boundaries. The exchange access line is provided from the Company's or the incumbent local carrier's central office facilities to the customer's location. The central office serving the location is designated by the Company or by the incumbent local carrier. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.

5.3.7.3 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Business (single line)	\$65.50	\$27.13

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.8 Flat Rate Business Service - Qwest Service Area

5.3.8.1 Types of Lines

Business Flat Line

One-party/individual business service for which a fixed charge is made regardless of the number of messages completed.

5.3.8.2 Service Description

Business flat rate lines are provided within exchange boundaries. The exchange access line is provided from the Company's or the incumbent local carrier's central office facilities to the customer's location. The central office serving the location is designated by the Company or by the incumbent local carrier. Through these exchange access lines, the customer has access to the local calling area of the exchange and/or to long distance calling on the message toll network. Local calling refers to calls placed to telephone numbers where message toll charges do not apply.

5.3.8.3 Rates and Charges

	<u>Nonrecurring Charge</u>	<u>Monthly Rate</u>
Business (single line)	\$48.00	\$26.89

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas

5.3.9.1 ISDN PRI Service with Unlimited Local Calling

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

ISDN PRI includes the following non-optional Feature Package: Inbound Calling Line ID-Name & Number and Call by Call Selection.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area			

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.1 ISDN PRI Service with Unlimited Local Calling (Cont'd)

Non-Recurring Charges

		Non-Recurring Charge		
		12 Months	24 Months	36 Months
Qwest Area				
	First Line	ICB	ICB	ICB
	Each Add'l Line	ICB	ICB	ICB
Verizon Area				
	First Line	ICB	ICB	ICB
	Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge ¹		Per PRI		
	Qwest	ICB		
	Verizon	ICB		
Order Supplement Charge ²		First Change	Subsequent Change	
	Qwest	ICB	ICB	
	Verizon	ICB	ICB	
Order Cancellation Charge ³		Per PRI		
	Qwest	ICB		
	Verizon	ICB		

¹ Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

² Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.2 Digital DS-1 PBX Service with Unlimited Local Calling

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

Regional Toll and Long Distance Services must be PIC'd to the Company. These rates are in addition to ISDN PRI and DS1 rates below.

Monthly Recurring Charges

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.2 Digital DS-1 PBX Service with Unlimited Local Calling (Cont'd)

Non-Recurring Charges

		Non-Recurring Charge		
		12 Months	24 Months	36 Months
Qwest Area				
	First Line	ICB	ICB	ICB
	Each Add'l Line	ICB	ICB	ICB
Verizon Area				
	First Line	ICB	ICB	ICB
	Each Add'l Line	ICB	ICB	ICB
Expedite Service Charge ³		Per DS1		
	Qwest	ICB		
	Verizon	ICB		
Order Supplement Charge ⁴		First Change	Subsequent Change	
	Qwest	ICB	ICB	
	Verizon	ICB	ICB	
Order Cancellation Charge ⁵		Per DS1		
	Qwest	ICB		
	Verizon	ICB		

³ Expedite Service Charges apply when customer requests installation of service in less time than normal installation interval of 30 business days.

⁴ Order Supplement Charges apply when a change of the Requested Service Date is requested by customer. A change of requested service date must be within 30 days of the previous requested service date. In no event will the Company be obligated to accept more than three (3) changes to a requested service date. The service will be deemed canceled upon the fourth (4) such request and applicable Order Cancellation Charges will apply.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.3 ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service

ISDN PRI offers an array of value-added features, such as calling number identification and call-by-call selection that enhance productivity. ISDN PRI is configured with 23 64 Kbps bi-directional B (Bearer) channels and one 64 Kbps D (Data) channel. Unique to ISDN PRI is its ability to designate the D channel to handle all of the signaling and call control requirements and leave the remaining 23 B channels free for any mix of circuit-switched voice and data.

This product is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

ISDN PRI with Unlimited Local and Bundled 5,000 Long Distance MOU

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.3 ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)

ISDN PRI with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN PRI with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN PRI with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.3 ISDN PRI Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)

ISDN PRI with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN PRI with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number & Call-by-Call Selection (ISDN PRI) long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.4 Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service

This service provides a trunk side DS1 electrical interface from the customer's digital PBX system to a digital port on a local Company switch for the origination and termination of calls. Traffic to and from the digital PBX can be received or dialed directly from any PBX station without the need for an attendant.

These digital trunks deliver a high-speed DS1 (T1) connection between your PBX and the Company network. There are up to 24 channels on one facility, each of which can be used to place or receive calls. This multi-channel capability dramatically reduces the need for additional PBX circuit cards.

Each of these products is offered under a 12, 24 or 36 month term agreement. Rates include unlimited local calling for sent-paid, directly dialed calls. Rates do not include calling card calls, information type calls to Time and Weather, 555, 700, 900, 976 Services, Directory Assistance or any other type of Operator Handled call.

The Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service Products are offered with six different increments of Toll/LD Minutes of Use: 5,000, 10,000, 15,000, 30,000, 50,000 and 100,000. Installation charges are included in the monthly recurring charges. Regional Toll and Long Distance Services must be PIC'd to the Company.

ISDN DS1 with Unlimited Local and Bundled 5,000 Long Distance MOU

This package includes unlimited local and 5,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 5,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.4 Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)

ISDN DS1 with Unlimited Local and Bundled 10,000 Long Distance MOU

This package includes unlimited local and 10,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 10,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN DS1 with Unlimited Local and Bundled 15,000 Long Distance MOU

This package includes unlimited local and 15,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 15,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN DS1 with Unlimited Local and Bundled 30,000 Long Distance MOU

This package includes unlimited local and 30000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 30,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.4 Digital DS-1 PBX Service with Unlimited Local Calling and Bundled Toll/LD Service (Cont'd)

ISDN DS1 with Unlimited Local and Bundled 50,000 Long Distance MOU

This package includes unlimited local and 50,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 50,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

ISDN DS1 with Unlimited Local and Bundled 100,000 Long Distance MOU

This package includes unlimited local and 100,000 long distance minutes of use. Also included is Inbound Calling Line ID-Name & Number and long distance usage @ 100,000 MOUs (including regional toll). Usage over the selected LD package will be billed at \$0.049 per minute.

	Monthly Recurring Charge		
	12 Months	24 Months	36 Months
Qwest Area	ICB	ICB	ICB
Verizon Area	ICB	ICB	ICB

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.5 ISDN BRI Service

ISDN BRI (Basic Rate Interface) uses standard “twisted pair” cables and is nearly three times faster than a 56K dial up line. ISDN PRI (Primary Rate Interface) uses a 1.544 Mbps digital transport facility (T1). Both services provide the superior clarity of digital transmission, a high-speed data interface and sufficient bandwidth capacity to fulfill your current and future communication needs.

ISDN BRI consists of two 64 Kbps B (Bearer) channels and one 16 Kbps D (Data) channel. Each B channel has the ability to integrate voice, data, image and video. The B channels may be kept separate or bonded together to deliver 128 Kbps.

Monthly Recurring Charges

	Monthly Recurring Charge ⁵
ISDN Basic Exchange Digital Line, each	\$10.00
ISDN Basic Exchange Circuit Switched Voice	
First Line	n/a
Second Line	2.00
ISDN Basic Exchange Circuit Switched Data, each	2.00
ISDN Basic Exchange Alternate Circuit Switched Voice/Data,each	2.00

⁵ These ISDN BRI rates are a supplement to individual Message Rate Service.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.9 Advanced Services - All Service Areas (Cont'd)

5.3.9.6 Digital Centrex Service

Digital Centrex Service delivers superior performance, PBX-like functionality including abbreviated dialing, and is compatible with many telephone sets. Each user has a unique seven-digit direct telephone number and customized features. The service is affordable, power failure safe and provides a scalable platform for future growth and technology.

Monthly Recurring Charges

<u>Contract Length</u>	<u>Monthly Recurring Charge</u>
12 months – Assume Dial 9	26.61
12 months	23.15
24 months	21.05
36 months	17.59
60 months	16.51
84 months	15.80

NOTES FOR ALL: Availability of services must be verified with the Company based on customer address and NPA-NXX. Rates do not include FCC End User Charge, FCC Port Charge, or other surcharges and taxes. Minimum service period is 12 months. If service is cancelled prior to the end of the contract, a termination charge will be calculated as follows: a. The average of the sum of all line charges on three previous Company invoices to the customer (excluding taxes) multiplied by the number of months remaining in the term agreement.

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.10 Direct Inward Dial (DID) Service - All Areas(Cont'd)

Direct Inward Dialing (“DID”) permits calls incoming to a PBX system or other Customer Premises Equipment to be routed to a specific station without the assistance of an attendant. DID calls are routed directly to the station associated with the called number. DID service as offered by the Company provides the necessary trunks, telephone numbers, and out-pulsing of digits to enable DID service at a Customer’s location. DID service requires special PBX software and hardware not provided by the Company. Such hardware and software is the responsibility of the Customer.

These charges are in addition to recurring and non-recurring charges for PBX Trunks as shown in Section 5.3.11 of this tariff. The Customer will be charged for the number of DID numbers utilized out of the available 10 numbers.

Service	Monthly Charge		Non-Recurring Charge	
	Qwest	Verizon	Qwest	Verizon
Establish Trunk Group and Provide Individual DID Numbers	\$0.15	-	\$1.00	-
Block of 10 DID Numbers	-	\$10.00	-	-
Block of 100 DID Numbers	-	\$40.00	-	-
DID Trunk Termination: Per Trunk	\$33.00	\$34.70	\$40.00	\$65.50

SECTION 5 - DESCRIPTION OF SERVICES (Cont'd)

5.3 Rates and Charges (Cont'd)

5.3.11 Business PBX Trunk Service - All Areas(Cont'd)

PBX Trunk service provides a Customer with a single, voice-grade telephonic communications channel which can be used to place one call at a time. Trunks are provided for connection of Customer-provided private branch exchanges (PBX) or other station equipment to the public switched telecommunications network.

PBX Trunks are available to Business Customers as Inward, Outward or Two-Way combination trunks where services and facilities permit. Each PBX Trunk is provided with Touchtone signaling at no additional charge. An optional per trunk Hunting feature is available for Customers which routes a call to the next idle trunk in a prearranged group. PBX Trunks may also be equipped with Direct Inward Dialing (DID) capability and DID number blocks for additional charges (see Section 5.3.10).

Service Area	Flat Rate Monthly Charge	Non-Recurring Charge
Qwest Service Area	\$26.89	\$48.00
Verizon Service Area	\$34.70	\$65.50