

SERVICE AGREEMENT
(Intrastate ICB)

ORIGINAL Routing Code: 5V

Customer Name and address: 1 ("Customer")	Main Billing Tel. No: ICB Case No. 2010-516607 / 2011-517418
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Services. Customer hereby requests and agrees to purchase from the Frontier company(ies) identified in the applicable Exhibit(s) ("Frontier") the services identified in Exhibit A and Exhibit B attached to this Agreement, and in any Addendum expressly made a part hereof, and as further described in Frontier's applicable tariffs, (the "Services") for the service period stated in the applicable Exhibit or Addendum applicable to such Service (the "Service Period"), subject to Frontier's receipt of any necessary regulatory and other governmental approvals required to provide the Services under the terms hereof. The Services will be provided under the terms of this Agreement to the Customer locations specified in the Exhibit(s) and Addenda attached to or made a part hereof.

Charges. Customer will pay the rates and charges set forth in the attached Exhibit(s) and in any Addendum made a part hereof, and shall also pay all applicable taxes, fees, and charges, including Federal End User Common Line Charges, charged pursuant to applicable law, regulations, or tariffs in connection with the Services. If Customer cancels or terminates this Agreement or any Services prior to expiration of the Service Period, Customer will promptly pay to Frontier termination charges as set forth in the applicable Exhibit(s) and Addendum(a). Any tariffed back billing limitations otherwise applicable to the Services shall not apply under this Agreement.

Notices. Any written notice either Party may give the other concerning the subject matter of this Agreement shall be in writing and given or made by means of certified or registered mail, express mail or other overnight delivery service, or hand delivery, proper postage or other charges paid and addressed or directed to the respective parties as follows:

To Customer: At Customer's address shown above
Attention: Telephony Manager

To Frontier: Frontier Communications Northwest Inc.
Attention: General Manager
1800 41st Street
Everett, Washington, 98201

Copy to:
Frontier Communications Corporation
Attention: Associate General Counsel
3 High Ridge Park
Stamford, CT 06905

Such notice shall be deemed to have been given or made when actually received as specified above. Each Party hereto may change its address by a notice given to the other Party in the manner set forth above.

Miscellaneous. (a) Neither party will disclose the terms of this Agreement to any other person without the prior written consent of the other party, except as may be necessary to comply with applicable law, regulation, or filing requirements. Either party may issue or permit issuance of a press release or other public statement concerning this Agreement provided its contents have been reviewed and agreed upon by the parties.

(b) In the event of a claim or dispute, the law and regulations of the jurisdiction in which Frontier provides to Customer the particular Service that is the subject of such claim or dispute shall apply. This Agreement and its provisions shall not be construed or interpreted for or against any party hereto because that party drafted or caused that party's legal representative to draft any of its provisions.

(c) No liability shall result from Service failures caused by fires, floods, severe weather, acts of government or third parties, strikes, labor disputes, inability to obtain necessary equipment or services, or other causes beyond such party's reasonable control.

(d) If any provision of this Agreement or the provision of any Service under the terms hereof is illegal, invalid, or otherwise prohibited under applicable law or regulation in any State or jurisdiction, or does not receive any governmental or regulatory approval required by law in any State or jurisdiction, then this Agreement shall be construed as if not containing such provision or requiring the provision of such invalid, illegal, prohibited, or unapproved Service in such State or jurisdiction.

(e) Frontier may assign or transfer part or all of this Agreement to any affiliate or successor to substantially all of its assets in the locations where Service is provided hereunder. Upon reasonable prior written notice to Frontier, Customer may assign or transfer this Agreement to any company that is the successor to substantially all of its assets, provided all charges for Services provided prior to such transfer or assignment are paid in full when due. Except as otherwise required by applicable law or regulation, all other attempted assignments shall be void without the prior written consent of the other party.

(f) Except as otherwise required by applicable law or regulation, the Services provided hereunder may not be resold by Customer.

Tariffs and Limitation of Liability. The terms and conditions that shall apply in connection with these Services, and the rights and liabilities of the parties, shall be as set forth herein and in all applicable tariffs now or hereafter filed with the applicable state regulatory commission and/or the Federal Communications Commission. In no event shall Frontier be liable for any special, indirect,

incidental, or consequential damages arising in connection with this Agreement or the provision of any Services, whether claim is sought in contract, tort (including negligence), strict liability or otherwise. This Agreement (including the Exhibits attached hereto and any Addenda made a part hereof) and all applicable tariffs constitute the entire agreement between the parties and shall supersede all prior oral or written quotations, communications, negotiations, representations, understandings or agreements made by or to any employee, officer, or agent of any party on the subject matter hereof. This Agreement may not be modified or rescinded except by a writing signed by authorized representatives of each party.

AGREED AND ACCEPTED:

By 1/1/11 _____
Name/title _____
Date 3-1-11

(Customer)

Frontier Communications Northwest Inc. (Frontier)

By Christine Burke
Name/title Christine Burke / Nat'l Mgr.
Date 3/10/11

**Exhibit A
ISDN PRI Service**

Frontier company name: Frontier Communications Northwest Inc. (referred to in this Exhibit as "Frontier")

State: Washington

Customer name: _____

ICB Case No.: 2010-516607

Customer must sign and date this Agreement on or before May 11, 2011 or the proposed Service arrangement and pricing will no longer be available.

I. Services and Quantity Commitments. Customer agrees to purchase the following Services from Frontier at the rates set forth below and in quantities set forth below for the Service Period identified below. Any other work, services or facilities required will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, under separate individual case basis agreement or formal amendment to this Agreement. Customer shall provide to Frontier at each Customer location suitable and secure space, with suitable environmental conditions and uninterruptible power supply, building entrance facilities and conduit, for placement of the facilities and equipment to be used by Frontier to provide such Service.

<u>Initial Quantity</u>	<u>Service Item</u>	<u>Monthly Recurring Charge (MRC) Per Unit Rate</u>	<u>Extended Monthly Recurring Charge (MRC)</u>	<u>Non-recurring Charge / Unit</u>
18	Calling Line Identification with Name	\$22.00	\$396.00	n/a
18	Tie Channel/IXC Service per PRI	\$305.00	\$5,490.00	n/a
Extended MRC Total:			\$5886.00	

- Notes:**
- a) These charges do not include federally mandated end user common line charges, any applicable local, state, or federal fees, taxes, surcharges or other applicable tariff charges.
 - b) The DID interface is included with each Port provided above.
 - c) Optional PRI Features are available pursuant to standard tariff rates, terms and conditions.
 - d) Customer may add additional quantities of Service to this Agreement (up to a total maximum quantity of forty (40)) through the tenth (10th) consecutive month of the Service Period to locations in the State of Washington where Service is commercially available and facilities exist to implement Service. The Service period for any Service added to this Agreement shall be coterminous with the remaining term period of the Agreement.
 - e) There are no non recurring charges for Customer's initial Service configuration and installation. existing Service. Applicable tariff non recurring charges will apply to changes from Customer's initial Service configuration, PRI/Feature installs and new Service added after the 10th month of the Service Period.
 - f) Special Construction charges may apply and are NOT part of the Monthly Recurring Charges (MRC).

Minimum Commitment and Shortfall. Customer must maintain a minimum quantity of eighteen (18) PRI in-service at all times during the term of this Agreement (the Minimum Quantity). Frontier will review Customer's account on a periodic basis, and if Customer's quantity of PRI in-service under this Agreement is less than the Minimum Commitment set forth above, Customer shall pay to Frontier an amount equal to \$400 per PRI, per month for the difference between Customer's actual quantity of PRI in-service and the Minimum Commitment.

Business Downturn. If, at any time after the completion of the first (1st) month of the Service Period, Customer is unable despite its best efforts to meet its requirement to subscribe to the Minimum Quantity of Service set forth above and such inability is solely the result of a general downturn in Customer's industry that causes Customer to (i) sell or otherwise dispose of one or more significant business units, or (ii) substantially reduce business operations, then Frontier will reduce Customer's Minimum Quantity commitment to twelve (12) PRI without application of termination charges as set forth below.. Customer may exercise its rights under this business downturn provision only once during the term period of the Agreement.

Technology Upgrade. At any time during the term of this Agreement, Customer may request Frontier provide a new Frontier service offering as an upgrade to the Service provided hereunder to the same Customer Designated Locations serviced hereunder and for a period of time that exceeds the period of time remaining in this Agreement. At the time of Customer's request to upgrade, Frontier agrees to review the Basic Termination Liability provisions contained in this Agreement as they relate to early termination of Service and Customer's upgrading to the new service, which may or may not result in a reduction of the termination liability that would otherwise be due. Frontier will determine any applicable recurring and / or non-recurring charges (including applicable termination liabilities, if any, for early termination of Service) that would be required in connection with provisioning of the upgrade. Such charges will be provided to Customer for its consideration, and Frontier will provide such upgrade only upon mutual written agreement of the parties on all applicable charges and terms and conditions.

2. **Effective Date/Regulatory Filing and Review.** This Agreement, and any subsequent amendment(s), shall be filed with the Washington Utilities and Transportation Commission (Commission). This Agreement (and any subsequent amendment(s)) shall become effective on either (a) the thirty-first (31st) calendar day after the date of such filing, unless the Agreement (or subsequent amendment) is rejected by the Commission prior to the expiration of thirty (30) calendar days following the date of such filing, or (b) on another date as determined by the Commission. This Agreement shall at all times be subject to such changes or modifications by the Commission as the Commission may from time to time direct in the exercise of its lawful jurisdiction.

3. **Service or Term Period.** Customer shall purchase such Services for a period of twenty-four (24) consecutive months from the in-service date. The in-service date shall be the date, after the effective date defined above, on which Frontier's provisioning has been completed and the Service is available for Customer's use.

At the end of the Service Period, Customer, at its option, may choose to extend the Service Period for twelve (12) additional months (the "Extended Service Period"). In the event Customer chooses to exercise its option to extend the Service Period, Customer shall provide Frontier with sixty (60) days advance written notice prior to the end of the Service Period.

4. **Termination Charges.** Following the in-service Date, termination charges apply to all Services provided under this Agreement. If Customer terminates any Services during the first year of the Service Period, Customer shall pay Frontier a termination charge equal to one hundred percent (100%) of the MRCs of the terminated Service multiplied by the number of months remaining in the unexpired portion of the Service Period. If Customer terminates any Services within the second year of the Service Period, Customer shall pay Frontier a termination charge equal to fifty percent (50%) of the MRCs for the terminated Service multiplied by the number of months remaining in the unexpired portion of the Service Period. Any such termination charge shall be due and payable in one lump sum within thirty (30) days of billing. If Customer terminates this Agreement subsequent to the execution of this Agreement by the Parties but prior to the in-service date, Customer shall pay to Frontier all costs incurred by Frontier for contract and service preparation.

Termination charges will not apply if Customer signs a new agreement for Frontier's ISDN PRI service: a) 12 months prior to the expiration of the Service Period; and b) the value of the new ISDN PRI agreement is equal to or greater than the remaining value of this Agreement.

5. **Additional Provisions.**

a. **Conditions.** The parties acknowledge that the rates and other terms of this Agreement are premised on Customer's commitments, unique network design requirements, and Customer's service mix, usage patterns and concentration, and other characteristics.

b. **Service Continuation.** (i) If, at the time of expiration of the Service Period, a new agreement or tariffed service arrangement with Frontier for the Services is not effective as defined above and Customer has not requested, in writing, disconnection of the Services, then the Services will be reverted to applicable tariff or other Commission-authorized rate(s) for the minimum service commitment period available. The applicable tariff or other Commission-authorized arrangement will govern the service arrangement prospectively, including rates, terms and conditions, which may include charges for termination prior to the end of the minimum tariff service commitment period. If there is no applicable tariff or other Commission-authorized service arrangement, then the Service will be subject to disconnection upon the expiration of the Service Period of this Agreement. If, upon expiration of the Service Period, there is a delay in reverting rates to the applicable tariff or other Commission-authorized rate(s), or in disconnecting the Services if no tariff or Commission-authorized service arrangement is available, the Service Period shall be deemed temporarily extended on a month-to-month basis until such reversion of rates or disconnection of Services is completed. In no event, however, will such temporary extension of the Service Period continue more than twelve months after the expiration of the initial Service Period.

(ii) If Customer indicates to Frontier in writing that it desires to negotiate a new contract or tariffed service arrangement to continue or replace the Services provided for herein, this Agreement shall automatically be extended for a period not to exceed 60 days from the end of the initial Service Period to allow the parties to finalize a new agreement or to transition to a tariffed service arrangement. Written notice must be provided by Customer at least 30 days prior to the end of the initial Service Period. For purposes of this paragraph only, written notice may be by facsimile or electronic mail.

c. **Detariffing.** In the event any of the Services are hereafter detariffed, then the terms of the tariffs in effect immediately prior to such detariffing shall be deemed to be incorporated by reference and shall continue to apply to the provision of the Service to the same extent as such tariffs applied hereunder prior to such detariffing.

d. **Facilities.** Additional charges may be required if suitable facilities are not available to provide Services at any locations, or if any additional work, services, or quantities of Services are provided. In the event installation of additional network facilities is required to provide Services, Frontier will inform Customer of such applicable charges, and Frontier will install such facilities only upon mutual written agreement of the parties to such additional charges. If Customer does not agree to pay such additional charges, then this Agreement will be subject to termination by Frontier without application of the termination charges described above.

e. **Business Downturn.** If, at any time after the completion of the first (1st) month of the Service Period, Customer is unable despite its best efforts to meet its requirement to subscribe to the Minimum Quantity of Service set forth above and such inability is solely the result of a general downturn in Customer's industry that causes Customer to (i) sell or otherwise dispose of one or more significant business units, or (ii) substantially reduce business operations, then Frontier will reduce Customer's Minimum Quantity commitment to twelve (12) PRI without application of termination charges as set forth above. Customer may exercise its rights under this business downturn provision only once during the term period of the Agreement.

f. Technology Upgrade. At any time during the term of this Agreement, Customer may request Frontier to provide an enhanced Frontier service as an upgrade to the Service provided hereunder to the same Customer locations serviced hereunder and for a period of time that exceeds the period of time remaining in this Agreement. At the time of Customer's request to upgrade, Frontier agrees to review the Termination provisions contained in the Agreement for Customer's initial Service as they relate to early termination of PRI Service and Customer's upgrading to an enhanced Frontier service, which may or may not result in a reduction of the termination liability that would otherwise be due. Frontier will determine any applicable recurring and/or non-recurring charges (including applicable termination liabilities, if any, for early termination of PRI Service) that would be required in connection with provisioning of the upgrade. Such charges will be provided to Customer for its consideration, and Frontier will provide such upgrade only upon mutual written agreement of the parties on all applicable charges and terms and conditions.

6. Locations. The Services shall be provided to Customer under the terms hereof at the following locations, which are in Frontier's tariffed exchange service areas in Washington. Additional locations may be added by written amendment to this Agreement.

REDACTED

Exhibit B
Direct Inward Dialing (DID) Service

Frontier company name: Frontier Communications Northwest Inc. (referred to in this Exhibit as "Frontier")

State: Washington

Customer name _____

ICB Case No.: 2011-517418

Customer must sign and date this Agreement on or before May 11, 2011 or the proposed Service arrangement and pricing will no longer be available.

1. Services and Quantity Commitments. Customer agrees to purchase the following Services from Frontier at the rates set forth below and in quantities set forth below for the Service Period identified below. Any other work, services or facilities required will be provided subject to prevailing tariff rates and charges, or if no tariff is applicable, under separate individual case basis agreement or formal amendment to this Agreement. Customer shall provide to Frontier at each Customer location suitable and secure space, with suitable environmental conditions and uninterrupted power supply, building entrance facilities and conduit, for placement of the facilities and equipment to be used by Frontier to provide such Service.

<u>Initial Quantity</u>	<u>Service Item</u>	<u>Monthly Unit Rate</u>	<u>Non-recurring Charge / Unit</u>
	First 100 Direct Inward Dialing (DID) Number Block	\$12.00	\$62.50
	Additional 100 DID Number Block	\$12.00 (each Block)	\$62.50

Notes:

These charges do not include federally mandated end user common line charges, any applicable local, state, or federal fees, taxes, surcharges or other applicable tariff charges.

Minimum Commitment and Shortfall.

Customer must maintain a minimum quantity of five thousand (5,000) DID Numbers (for a total minimum quantity commitment of 50 DID Number Blocks) in-service at all times during the term of this Agreement (the Minimum Quantity). Frontier will review Customer's account on a periodic basis, and if Customer's quantity of DID Numbers in-service under this Agreement is less than the Minimum Commitment set forth above, Customer shall pay to Frontier an amount equal to \$12.00 per DID Number Block, per month for the difference between Customer's actual quantity of DID Numbers in-service and the Minimum Commitment.

2. Effective Date/Regulatory Filing and Review. This Agreement, and any subsequent amendment(s), shall be filed with the Washington Utilities and Transportation Commission (Commission). This Agreement (and any subsequent amendment(s)) shall become effective on either (a) the thirty-first (31st) calendar day after the date of such filing, unless the Agreement (or subsequent amendment) is rejected by the Commission prior to the expiration of thirty (30) calendar days following the date of such filing, or (b) on another date as determined by the Commission. This Agreement shall at all times be subject to such changes or modifications by the Commission as the Commission may from time to time direct in the exercise of its lawful jurisdiction.

3. Service or Term Period. Customer shall purchase such Services for a period of twenty-four (24) consecutive months from the in-service date. The in-service date shall be the date, after the effective date defined above, on which Frontier's provisioning has been completed and the Service is available for Customer's use.

4. Termination Charges. If Customer cancels or terminates this Agreement prior to the expiration of the Service Period, Customer shall pay to Frontier a termination charge equal to \$12.00 multiplied by the Minimum Quantity, multiplied by the number of months remaining in the unexpired portion of the Service Period. Any such termination liability charge shall be due and payable in one lump sum within thirty (30) days of billing. If Customer terminates this Agreement subsequent to the execution of this Agreement by the Parties but prior to the in-service date, Customer shall pay to Frontier all costs incurred by Frontier for contract and service preparation. Termination charges will not apply if an exception contained in Frontier's applicable tariff applies.

5. Additional Provisions.

a. **Conditions.** The parties acknowledge that the rates and other terms of this Agreement are premised on Customer's commitments, unique network design requirements, and Customer's service mix, usage patterns and concentration, and other characteristics.

b. **Service Continuation.** (i) If, at the time of expiration of the Service Period, a new agreement or tariffed service arrangement with Frontier for the Services is not effective as defined above and Customer has not requested, in writing, disconnection of the Services, then the Services will be reverted to applicable tariff or other Commission-authorized rate(s) for the minimum service commitment period available. The applicable tariff or other Commission-authorized arrangement will govern the service arrangement prospectively, including rates, terms and conditions, which may include charges for termination prior to the end of the minimum tariff service commitment period. If there is no applicable tariff or other Commission-authorized service arrangement, then the Service will be subject to disconnection upon the expiration of the Service Period of this Agreement. If, upon expiration of the Service Period, there is

a delay in reverting rates to the applicable tariff or other Commission-authorized rate(s), or in disconnecting the Services if no tariff or Commission-authorized service arrangement is available, the Service Period shall be deemed temporarily extended on a month-to-month basis until such reversion of rates or disconnection of Services is completed. In no event, however, will such temporary extension of the Service Period continue more than twelve months after the expiration of the initial Service Period.

(ii) If Customer indicates to Frontier in writing that it desires to negotiate a new contract or tariffed service arrangement to continue or replace the Services provided for herein, this Agreement shall automatically be extended for a period not to exceed 60 days from the end of the initial Service Period to allow the parties to finalize a new agreement or to transition to a tariffed service arrangement. Written notice must be provided by Customer at least 30 days prior to the end of the initial Service Period. For purposes of this paragraph only, written notice may be by facsimile or electronic mail.

c. Detariffing. In the event any of the Services are hereafter detariffed, then the terms of the tariffs in effect immediately prior to such detariffing shall be deemed to be incorporated by reference and shall continue to apply to the provision of the Service to the same extent as such tariffs applied hereunder prior to such detariffing.

d. Facilities. Additional charges may be required if suitable facilities are not available to provide Services at any locations, or if any additional work, services, or quantities of Services are provided. In the event installation of additional network facilities is required to provide Services, Frontier will inform Customer of such applicable charges, and Frontier will install such facilities only upon mutual written agreement of the parties to such additional charges. If Customer does not agree to pay such additional charges, then this Agreement will be subject to termination by Frontier without application of the termination charges described above.

e. Business Downturn. If, at any time after the completion of the first (1st) month of the Service Period, Customer is unable despite its best efforts to meet its requirement to subscribe to the Minimum Quantity of Service set forth above and such inability is solely the result of a general downturn in Customer's industry that causes Customer to (i) sell or otherwise dispose of one or more significant business units, or (ii) substantially reduce business operations, then Frontier will reduce Customer's Minimum Quantity commitment to four thousand, two hundred and fifty (4250) DIDs without application of termination charges as set forth above. Customer may exercise its rights under this business downturn provision only once during the term period of the Agreement.

f. Technology Upgrade. At any time during the term of this Agreement, Customer may request Frontier to provide an enhanced Frontier service as an upgrade to the Service provided hereunder to the same Customer locations serviced hereunder and for a period of time that exceeds the period of time remaining in this Agreement. At the time of Customer's request to upgrade, Frontier agrees to review the Termination provisions contained in the Agreement for Customer's initial Service as they relate to early termination of PRI Service and Customer's upgrading to an enhanced Frontier service, which may or may not result in a reduction of the termination liability that would otherwise be due. Frontier will determine any applicable recurring and/or non-recurring charges (including applicable termination liabilities, if any, for early termination of DID Service) that would be required in connection with provisioning of the upgrade. Such charges will be provided to Customer for its consideration, and Frontier will provide such upgrade only upon mutual written agreement of the parties on all applicable charges and terms and conditions.

6. Locations. The Services shall be provided to Customer under the terms hereof at the following locations, which are in Frontier's tariffed exchange service areas in Washington.

REDACTED