

Windstream Communications, LLC

Louisiana Interexchange Price Guide
First Revised Title Sheet
Cancels Original Title Sheet

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BY: Senior Regulatory Counsel

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REGULATIONS AND SCHEDULE OF CHARGES
APPLYING TO INTRASTATE LONG DISTANCE MESSAGE TELECOMMUNICATIONS
SERVICE BETWEEN POINTS IN THE STATE OF LOUISIANA.

Intrastate Long Distance Message Telecommunications Service
Offered by Windstream Communications, LLC is furnished by means of wire, radio, satellite
or any other suitable technology or combination thereof.

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EXPLANATION OF SYMBOLS

C - To signify changed regulation.

D - Delete or discontinue.

I - Change resulting in an increase to a rate.

M - Moved from another Price Guide location.

N - New.

R - Change resulting in a reduction to a rate.

S - Matter appearing elsewhere or repeated for clarification.

T - Change to text but no change to rate or charge.

V - Signifies vintage Price Guide.

Z - Correction.

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1. Technical Terms and Abbreviations

Certain terms used generally throughout this Price Guide are defined below:

Access Code - A sequence of numbers that, when dialed, connect the caller to the provider of services associated with that sequence.

Authorization Code - A numerical code, one or more of which may be assigned to a Customer, to enable the Company to identify the origin of the service used so that the Company may rate and bill the call. All Authorization Codes shall be the sole property of the Company and no Customer shall have any property or other right or interest in the use of any particular Authorization Code. Automatic Numbering Identification ("ANI") may be used as or in connection with the Authorization Code.

Billed Party - The person or entity responsible for payment for use of the Company's services. For a Direct Dialed Call, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call. In the case of a credit card call, the person or entity responsible for payment is the person to whom it is issued and the holder of the credit card used. In the case of third party call, the person or entity responsible for payment is the person responsible for payment for local telephone service at the telephone number that agrees to accept charges for the call. In the case of a Room Charge Call, the entity responsible for payment is the Aggregator controlling the telephone used to originate the call. In the case of all Operator Assisted Calls not involving credit cards, third party calls or Room Charge Calls, the person or entity responsible for payment is the Customer responsible for payment for local telephone service at the telephone used to originate the call.

Busy Line Interruption - A service that provides operator interruption of voice conversation in progress on a called line.

Busy Line Verification - A service that provides operator assistance in determining if a called line is in use.

Central Office - A Local Exchange Carrier switching system where Local Exchange Carrier customer station loops are terminated for purposes of interconnection to each other and to trunks.

Channel - A path for electrical transmission between two or more points, the path having a band width designed to carry voice grade transmission.

Commission - The Louisiana Public Service Commission.

Common Carrier - A company or entity providing telecommunications services to the public.

Credit Card Call - A Direct Dialed or Operator Assisted Call for which charges are billed not to the originating telephone number, but to a credit card, such as Visa or MasterCard, or to a LEC or interexchange carrier calling card.

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1. Technical Terms and Abbreviations (Cont'd)

Customer - The person, partnership, association, joint stock company, trust, corporation, governmental entity or other entity, that is responsible for payment of charges and for compliance with this Price Guide.

Customer - Provided Facilities - All communications facilities provided by the Customer and/or Authorized User other than those provided by the Company.

Exchange - A unit established by the Local Exchange Carrier for the administration of communications service in a specified area which usually embraces a city, town or village and its environments. It consists of one or more Central Offices together with the associated facilities used in furnishing communications service within that area.

Direct Dialed Call - A telephone call which is automatically completed and billed to the telephone number from which the call originated without the automatic or live assistance of an operator. This includes calls forwarded by call forwarding equipment.

FCC - Federal Communications Commission

Local Exchange Carrier (LEC) - A telephone company which provides local telephone service to Customers within a defined exchange.

Long Distance Message Telecommunications Service - The furnishing of direct dialed and operator assisted switched services to the Customer for the completion of long distance voice and dial-up low speed data transmissions over voice grade channels from the Company's Points of Presence to points as specified herein.

Other Common Carrier - A common carrier, other than the Company, providing domestic or international communications service to the public.

Payphone Surcharge - A surcharge that applies to completed intrastate, interstate and international long distance calls placed from any domestic payphone used to access the Company's services. This includes calling card service, toll-free service, and prepaid calling card service. The Payphone Surcharge is in addition to any other applicable service charges or surcharges. The Payphone Surcharge does not apply to calls placed from pay telephones at which the Customer pays for the service by inserting coins during the progress of the call.

Personal Identification Numbers (PINs) - Code numbers used in connection with designated telephone numbers which allow calls to be categorized for various applications.

Points of Presence - The sites where the Company provides a network interface with facilities provided by Other Common Carriers, Local Exchange Carriers or Customers for access to the Company's network.

Premises - A building or buildings on contiguous property (except railroad rights-of-way, etc.) not separated by a public street or highway.

Services - Telecommunications services provided to a Customer or Authorized User by the Company.

Telecommunications - The transmission of voice communications or, subject to the transmission capabilities of the Service, the transmission of data, facsimile, signaling, metering or any other form of intelligence.

Travel Card - A billing mechanism which enables a subscriber or customer to access the services

of the carrier while away from home or office.

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2. Rules and Regulations

2.1 Service Description

Intrastate Long Distance Message Telecommunications Service ("LDMTS") is offered to residential and business Customers of the Company to provide direct dialed calls placed between points in the United States. The Company provides switchless long distance network services for voice grade and low speed dial-up data transmission services. The Company does not undertake to transmit messages but furnishes the use of its services to its Customers for communications. All services are provided subject to the terms and conditions set out in this Price Guide.

2.2 Interconnection with Other Common Carriers

The Company reserves the right to interconnect its services with those of any Other Common Carrier, Local Exchange Carrier, or alternate access provider of its election, and to utilize such services concurrently with its own services for the provision of services offered herein.

2.3 Availability of Services

2.3.1 Services are furnished subject to the availability of the Service components required. The Company will: (1) determine which of those components shall be used and (2) make modifications to those components at its option.

2.3.2 Services are available twenty-four hours per day, seven days per week.

2.4 Use of Services

2.4.1 The Company's Services may be used for any lawful purpose consistent with the transmission parameters of the telecommunications facilities utilized in the provision of the Services. All such usage shall be subject to the provisions of this Price Guide and the applicable rules, regulations and policies of the Public Service Commission. Customers and Authorized Users are prohibited from using, and by their acceptance or use of Service agree not to use, the Services furnished by the Company for any unlawful purpose or for any purpose prohibited under the provisions of any regulatory order.

2.4.2 The use of the Company's Services to make calls which might reasonably be expected to frighten, abuse, torment or harass another, or in such a way as to unreasonably interfere with use by others, is prohibited.

2.4.3 The use of the Company's Services without payment for Service, and all attempts to avoid payment for Service by, for example, fraudulent means or devices, schemes, false or invalid numbers or false calling or credit cards, are prohibited.

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2. Rules and Regulations(Cont'd)

2.5 Undertaking of the Company

The Company undertakes to provide Intrastate Long Distance Message Telecommunications Service in accordance with the terms and conditions set forth in this Price Guide.

2.6 Liability of the Company

2.6.1 Except as stated in this Section 2.6, the Company shall have no liability for damages of any kind arising out of or related to events, acts, rights or privileges contemplated in this Price Guide.

2.6.2 The liability of the Company, if any, for damages resulting in whole or in part from or arising in connection with the furnishing of Service under this Price Guide (including but not limited to mistakes, omissions, interruptions, delays, errors or other defects in transmission, or failures or defects in facilities furnished by the Company) or arising out of any failure to furnish Service, shall in no event exceed an amount of money equivalent to the proportionate charge to Customer for the period of service during which such mistakes, omissions, interruptions, delays or errors or defects in transmission occur and continue. However, any such mistakes, omissions, interruptions, delays, errors, or defects in transmission or service which are caused by or contributed to by the negligence or willful act or omission of Customer, or which arise from the use of Customer-provided facilities or equipment, shall not result in the imposition of any liability whatsoever upon the Company.

2.6.3 The Company is not liable for any act, omission or negligence of any Local Exchange Carrier or other provider whose facilities are used concurrently in furnishing any portion of the services received by Customer, or for the unavailability of or any delays in the furnishing of any services or facilities which are provided by any Local Exchange Carrier. Should the Company employ the service of any Other Common Carrier in furnishing the services provided to Customer, the Company's liability shall be limited according to the provisions of Section 2.6.2 above.

2.6.4. No agents or employees of connecting, concurring or other participating carriers or company shall be deemed to be agents or employees of the company without written authorization.

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2. Rules and Regulations(Cont'd)

2.6 Liability of the Company (Cont'd)

- 2.6.5 The Company shall not be liable for any damages, including usage charges, that the Customer may incur as a result of the unauthorized use of its communications equipment. The unauthorized use of the Customer's communications equipment includes, but is not limited to, the placement of calls from the Customer's premises and the placement of calls through Customer-controlled or Customer-provisioned equipment that are transmitted or carried over the Company's network services without the authorization of the Customer. The Customer shall be fully liable for all such charges.
- 2.6.6 The Company shall not be liable for any failure of performance hereunder due to causes beyond its control, including but not limited to fire, flood, or other catastrophes; Acts of God; atmospheric conditions or other phenomena of nature, such as radiation; any law, regulation, directive, order or request of the United States Government, or any other government including state and local governments having any jurisdiction over the Company or the services provided hereunder; national emergencies; civil disorder, insurrections, riots, wars, strikes, lockouts, work stoppages, or other labor problems or regulations established or actions taken by any court or government agency having jurisdiction over the Company.
- 2.6.7 The Company shall not be liable for any act or omission of any other entity furnishing to the Customer Facilities or equipment used with the service furnished hereunder; nor shall the Company be liable for any damages or losses due in whole or in part to the fault or negligence of the Customer or due in whole or in part to the failure of Customer-provided equipment or facilities.
- 2.6.8 The Company shall be indemnified and held harmless by the Customer and Authorized User from and against all loss, liability, damage, and expense, including reasonable attorney's fees, due to claims for libel, slander, or infringement of copyright or trademark in connection with any material transmitted by any person using the Company's Services and any other claim resulting from any act or omission of the Customer or Authorized User relating to the use of the Company's facilities.
- 2.6.9 Under no circumstances whatever shall the Company or its officers, directors, agents, or employees be liable for indirect, incidental, special or consequential damages.

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2. Rules and Regulations(Cont'd)

2.7 Assignment

Customer shall not assign or transfer the use of the Company's Services except with the prior written consent of the Company in each and every instance. Consent to such assignment or transfer will not be unreasonably withheld.

2.8 Responsibilities of the Customer

2.8.1 The Customer is responsible for placing any necessary orders; for complying with Price Guide regulations; and for ensuring that Authorized Users comply with Price Guide regulations. The Customer is also responsible for the payment of charges for calls originated at the Customer's premises which are not collect, third party, or credit card calls.

2.8.2 The Customer must pay for the loss through theft of any of the Company's LDMTS services.

2.9 Cancellation or Interruption of Services

2.9.1 Upon 10 days' written notice and without incurring liability, the Company may discontinue Services to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted Services under the following conditions provided that the customer shall be allowed a reasonable time in which to comply with the rule before service is disconnected:

- (a) For nonpayment of any sum due to Company for more than thirty days after issuance of the bill of the amount due provided that the telephone utility has made a reasonable attempt to effect collection and has given the customer written notice that he has five days in which to make settlement on his account or have his service disconnected;
- (b) For violation of any of the provisions of this Price Guide;
- (c) For violation of any law, rule, regulation, or policy of any governing authority having jurisdiction over the Company's Services; or
- (d) By reason of any order or decision of a court having competent jurisdiction, public service commission or federal regulatory body or other governing authority prohibiting the Company from furnishing its Services.
- (e) For the customer tampering with equipment furnished and owned by the Company.
- (f) For failure of the customer to permit the Company reasonable access to its equipment.
- (g) Where there is probable cause to believe that there is illegal or willful misuse of the Company's service.

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2. Rules and Regulations(Cont'd)

2.9 Cancellation or Interruption of Services (Cont'd)

- 2.9.2 The Company may discontinue Services to a Customer or to a particular Customer location, or may withhold the provision of ordered or contracted Services under the following conditions:
- (a) In the event of a condition determined by the Company to be hazardous or dangerous.
 - (b) In the event of customer use of equipment in such a manner as to adversely affect the Company's service to others.
 - (c) In the event of unauthorized use of telephone service.
- 2.9.3 Service may be discontinued by the Company, without notice to the Customer, by blocking traffic to certain points, or by blocking calls using certain Customer Authorization Codes, when the Company deems it necessary to take action to prevent unlawful use of its Service. The Company may restore service as soon as it can be provided without undue risk.
- 2.9.4 If, for any reason, Service is interrupted, the Customer will be charged only for the Service that was actually used.
- 2.9.5 Service will be terminated only on Monday through Friday between the hours of 8:00 a.m. and 4:00 p.m., unless provisions have been made to have someone available to accept payment and reconnect service.
- 2.9.6 Without incurring liability, the Company may interrupt the provision of Services at any time in order to perform tests and inspections to assure compliance with Price Guide regulations and the proper installation and operation of the Customer's and/or the Company's equipment and facilities, and may continue such interruption until any items of noncompliance or improper equipment operation so identified are rectified.
- 2.9.7 The Company will promptly honor a verbal or written customer request for cancellation of service.

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2. Rules and Regulations (Cont'd)

2.10 Calculation of Distance

All measured usage charges are based on the airline distance between rate centers associated with the originating and terminating points of the call.

2.11 Customer Service and Complaint Resolution

- (a) The Company will provide a toll-free customer service telephone number for customer use.
- (b) The Company will handle all customer complaints courteously and promptly. The Company will fully investigate and attempt to resolve customer complaints in a timely manner and in full compliance with all Commission rules and regulations. In addition, the Company will notify all customers making a complaint that the telephone utility is under the jurisdiction of the Commission and that the customer may wish to contact the Commission about the complaint.

2.12 Billing and Collection of Charges

Charges are due when billed, and are billed and collected by the Company or its authorized agent, or the connecting company from whose service point the messages were sent paid or at whose service point the messages were received collect. The Company will not bill for incomplete calls.

2.13 Payment for Service

The Customer is responsible for payment of all charges for Services, including charges for Services originated or charges accepted at the Customers' Service point.

2.13.1 Charges for third party calls which are charged to a domestic telephone number will be included on the Billed Party's local exchange telephone company bill pursuant to billing and collection agreements established by the Company or its intermediary with the applicable telephone company.

2.13.2 Charges for credit card calls will be included on the Billed Party's regular monthly statement from the card issuing company or will be included on the Billed Party's local exchange telephone company bill.

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2. Rules and Regulations (Cont'd)

2.13 Payment for Service (Cont'd)

- 2.13.3 Any applicable federal, state and local use, excise, sales or privilege taxes or similar liabilities chargeable to or against the Company as a result of the provision of the Company's services hereunder to Customer shall be charged to and payable by Customer in addition to the rates indicated in this Price Guide.
- 2.13.4 The Customer shall remit payment of all charges in the return envelope supplied with the bill or to any agency authorized by the Company to receive such payment.
- 2.13.5 If the bill is not paid within thirty (30) calendar days following the mailing of the bill, the account will be considered delinquent.
- 2.13.6 A delinquent account may subject the Customer's Service to temporary disconnection. The Company is responsible for notifying the Customer at least ten (10) days before Service is disconnected.
- 2.13.7 Failure to receive a bill which has been sent will not exempt a Customer from prompt payment of any sum or sums due the Company.
- 2.13.8 In the event the Company must employ the services of attorneys for collection of charges due under this Price Guide or under any contract for special services, Customer shall be liable for all costs of collection, including reasonable attorney's fees.

2.14 Deposits

Customer deposits are not required.

2.15 Billing Entity Conditions

When billing functions on behalf of the Company are performed by local exchange telephone companies, credit card companies or others, the payment conditions and regulations of such companies apply, including any applicable interest and/or late payment charges. In the case of any disputed charges which cannot be resolved by the billing company, the Billed Party may contact the Company directly. If there is still a disagreement about the disputed amount after investigation and review by the Company or other service provider, the Billed Party may file an appropriate complaint with the Public Service Commission.

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2. Rules and Regulations (Cont'd)

2.16 Denial of Access to Service by the Company

The Company expressly retains the right to immediately deny access to its Services without incurring any liability for any of the following reasons:

- 2.16.1 Nonpayment of any sum due for service provided hereunder, where Customer's charges remain unpaid more than ten (10) days following notice of nonpayment from the Company. Notice shall be deemed to be effective upon mailing of written notice, postage prepaid, to Customer's last known address;
- 2.16.2 Customer's acts or omissions which constitute a violation of, or a failure to comply with, any regulation stated in this Price Guide governing the furnishing of service, but which violation or failure to comply does not constitute a material breach or does not pose any actual or threatened interference to the Company's operations or its furnishing of services. The Company agrees to give Customer ten (10) days notice of such violation or failure to comply prior to service; or
- 2.16.3 The implementation of any order of a court of competent jurisdiction, or federal or state regulatory authority of competent jurisdiction, prohibiting the Company from furnishing such service; or
- 2.16.4 Where Customer has failed or neglected to tender any additional or required security deposit within ten (10) days of demand by the Company.

2.17 Customer's Liability in the Event of Denial of Access to Service by the Company

In the event Customer's service is disconnected by the Company for any of the reasons stated in Section 2.16, Customer shall be liable for all unpaid charges due and owing to the Company associated with the service. Customer's deposit and accrued interest shall be applied to all cancellation charges applicable to the service offering received by Customer.

2.18 Reinstitution of Service

If Customer seeks reinstatement of service following denial of service by the Company, Customer shall pay to the Company prior to the time service is reinstated all accrued and unpaid charges.

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2. Rules and Regulations (Cont'd)

2.19 Right to Backbill for Improper Use of the Company's Services

Any person or entity which uses, appropriates or secures the use of services from the Company, whether directly or indirectly, in any unlawful manner or through the providing of any misleading or false information to the Company and which use, appropriation, or securing of services is inconsistent with the stated uses, intents, and purposes of this Price Guide or any restrictions, conditions, and limitations stated herein, shall be liable for an amount equal to the accrued and unpaid charges that would have been applicable to the use of the Company's services actually made by Customer.

2.20 Disconnection and Reconnection Fees

Whenever telephone service is denied or discontinued for violation of the Commission's rules and regulations, non-payment of bills, or fraudulent use of service, the Company may charge a fee not to exceed \$25.00 to disconnect and/or reconnect service.

2.21 Returned Check Charge

Whenever a payment received by the Company for payment on a customer's account is returned unpaid, the customer's account will be charged \$20.00 in addition to the amount of the returned payment.

3. Rates for Service

3.1 Types of Offerings

3.1.1 Description of Services

The following Direct Dialed Intrastate Long Distance Message Telecommunications Services are available at the rates listed in 3.2:

- (a) Direct-Dialed LDMTS is a presubscribed switched access service, offering users outbound "1 plus" interexchange long distance telecommunications services from points originating and terminating throughout the State of Louisiana. Access may be provided by the Company, or the Customer may utilize local exchange Company access.
- (b) Residential Toll Free Service is a presubscribed switched access service, offering users inbound, toll free long distance telecommunications services from points originating and terminating within the State of Louisiana. This service enables the caller to contact the Customer toll free, through the use of a special "800" or "888" number. Access may be provided by the Company, or the Customer may utilize local exchange Company access.
- (c) Calling Card Service enables subscribers to place calls from locations other than their presubscribed call locations. Subscribers are billed on a monthly basis at the Company's Price Guided rates.
- (d) Directory Assistance is provided by Windstream Communications, Inc.'s underlying carrier to subscribers of record. The Customer may access the underlying carrier's Directory Assistance by dialing the area code plus 555-1212. The Customer will be billed for such service by Windstream Communications, Inc.
- (e) Residential Account Code Service is an optional service for direct dialed intrastate and/or interstate long distance calls that offers customers a way to track long distance usage. This Service allows customers the ability to have calls separated and displayed on their telephone bill. Account Code Service requires callers to enter a unique code for completion of a long distance call. The Company's network will authorize calls only if the unique code is entered. This service is offered where technically available.

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3.1.2 Determination of Duration

- (a) For Direct Dialed calls, chargeable time begins when the connection is established between the calling station and the desired telephone.
- (b) Chargeable time ends when the connection is terminated.
- (c) Chargeable time does not include the time lost because of faults or defects in the service.

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3. Rates for Service (Cont'd)

3.1 Types of Offerings(Cont'd)

3.1.3 Determination of Time of Day

- (1) Day, Evening, and Night/Weekend periods are determined by the local time of the location of the rate center of the calling service point.
- (a) For pricing plans that have Evening rates, the Evening rate applies to the holidays listed below unless a lower rate period is in effect. Holiday rates do not apply to flat rated plans unless otherwise specified.

	MON	TUES	WED	THUR	FRI	SAT	SUN
8:00 A.M. to 5:00 P.M.*	Day Rate Period						
5:00 P.M. to 11:00 P.M.*	Evening Rate Period					Evening Rate Period	
11:00 P.M. to 8:00 A.M.*	Night & Weekend Rate Period						

- (2) The Evening rate applies to the holidays listed below unless a lower rate period is in effect.

- New Year's Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

3.1.4 Calculation of Billable Time for Service

The charge for each call is equal to the Company's applicable rate for the Initial Period of the call, plus the Company's applicable rate for each Additional Period of the duration of the call.

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3. Rates for Service (Cont'd)3.1 Types of Offerings(Cont'd)3.1.5 Initial Period

The initial period for Direct-Dialed calls and calling card calls is one (1) minute, or fraction thereof. For Operator Station, Person-to-Person calls, the initial period is one (1) minute, or fraction thereof.

3.1.6 Additional Periods

Each additional period for Direct-Dialed calls and calling card calls is one (1) minute, or fraction thereof. For Operator Station, Person-to-Person calls, each additional period is one (1) minute, or fraction thereof.

3.2 Rate Schedules3.2.1 Flexible Value Plan - Residential

Per Minute Rate Anytime Any day	\$.15
Calling Card, Per Minute Rate (No Surcharge)	\$.35

This option is limited to existing customers.

3.2.2 Evening Value Plan - Residential

6PM-8AM, Monday through Friday, Weekend and Holidays, Per Minute Rate	\$.15
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8AM-6PM, Monday through Friday, Per Minute Rate	\$.25
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Calling Card, Per Minute Rate (No Surcharge)	\$.35
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This plan is only available to existing customers at existing locations.

3.2.3 \$.10 Plan – Residential

Per Minute Rate Anytime Any Day	\$.10
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Calling Card, Per Minute Rate (No Surcharge)	\$.35
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*Monthly Fee	\$5.00
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*Monthly Fee waived for additional lines.

This plan is only available to existing customers at existing locations.

(N)

3.2.4 Bundled Discount Plan – Residential

This plan is available to customers that also subscribe to Windstream Wireless.

Per Minute Rate - Anytime Any Day	\$.10
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Calling Card, Per Minute Rate (No Surcharge)	\$.35
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*Monthly Fee	\$3.00
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*The monthly fee is waived for additional lines.

This plan is only available to existing customers at existing locations.

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3. Rates for Service (Cont'd)3.2 Rate Schedules (Cont'd)3.2.5 \$.09 Plan - Residential

Per Minute Rate - Anytime, Any Day \$.09

Calling Card, Per Minute Rate (No Surcharge) \$.35

*Monthly Fee \$8.00

*Monthly Fee waived for additional lines.

This plan is only available to existing customers at existing locations.

(N)3.2.6 Bundled Discount Plan – Residential

This plan is available to customers that also subscribe to Windstream Wireless, Internet or Paging.

Per Minute Rate - Anytime, Any Day \$.09

Calling Card, Per Minute Rate (No Surcharge) \$.35

*Monthly Fee \$6.00

*The monthly fee is waived for additional lines.

This plan is only available to existing customers at existing locations.

(N)3.2.7 Flat \$.10 Plan – Residential (Windstream 10)

Per Minute Rate - Anytime, Any day \$.10

Calling Card, Per Minute Rate (No Surcharge) \$.35

This plan is only offered in conjunction with a corresponding interstate plan. A monthly fee as specified in the Windstream interstate price list applies.

(T)**(T)**3.2.8 Windstream 500 Plan - Residential

Windstream 500 is an add-on to the interstate offering. Windstream 500 is a residential direct-dialed LDMTS calling plan, which offers 500 minutes per month of direct-dialed interstate calling any time of day for a monthly recurring fee. A per minute rate will apply to the customer's intrastate LDMTS calls. Intrastate minutes will not be applied to the 500 interstate minutes.

The following rates are applicable for all times for calls made within the State of Louisiana where technically available.

Per Minute Rate - Anytime, Any day \$0.12

Calling Card, Per Minute Rate (No Surcharge) \$0.35

This plan is only available to existing customers at existing locations.

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3. Rates for Service (Cont'd)3.2 Rate Schedules (Cont'd)

3.2.9	<u>Volume Value Plan - Residential</u>	
	Per Minute Rate - Anytime, Any Day	\$.15
	Calling Card, Per Minute Rate (No Surcharge)	\$.35
	*Monthly Fee	\$4.95

*Monthly Fee waived for additional lines.

This plan is only available to existing customers at existing locations.

3.2.10	<u>Default Plan A – Residential</u>	
	Per Minute Rate Anytime Any day	\$.10
	Calling Card, Per Minute Rate (No Surcharge)	\$.35

Customers will automatically be placed on this plan if they do not specifically request any other LDMTS rate plan.

This plan is only available to existing customers at existing locations.

3.2.10.1	<u>Default Plan B – Residential</u>	
	Per Minute Rate Anytime Any day	\$.18
	Calling Card, Per Minute Rate (No Surcharge)	\$.35

Customers will automatically be placed on this plan if they do not specifically request any other LDMTS rate plan.

This plan is only available to existing customers.

3.2.10.2	<u>Flat Rate Plan – Residential</u>	
	Per Minute Rate - Anytime, Any day	\$.12
	Calling Card, Per Minute Rate (No Surcharge)	\$.35

This plan is only offered in conjunction with a corresponding interstate plan which includes a per minute rate for interstate calls and a monthly fee.

This plan is only available to existing customers.

ISSUED: November 21, 2006
BY: Sr. Regulatory Counsel

EFFECTIVE: December 7, 2006

3. Rates for Service (Cont'd)

3.2 Rate Schedules (Cont'd)

3.2.10.3 Flat Rate Plan – Residential (Windstream 7)

The following intrastate rate is designed for residential customers of outbound intrastate LDMTS. This rate is applicable for all times for calls made within the State of Alabama where technically available.

Rate per Minute: \$.07

Calling card calls will be billed at \$.35 per minute with no surcharge.

This plan is only offered in conjunction with a corresponding interstate plan. A monthly fee as specified in the Windstream interstate price list applies.

3.2.10.4 Flat Rate Plan – Residential (Windstream Flex 100)

The following block-of-time plan provides residential customers with blocks of 100 minutes of combined intrastate and interstate direct dialed outbound calling for a flat monthly rate. Usage in excess of the 100 minute block will be billed as an additional block. Unused minutes in a block do not carry over to the following month. Toll-Free calling service, Operator Service and Calling Card calls are not included in the block. Calling Card service is available at an additional charge as specified below.

Monthly Rate, each 100 minute block	\$5.00
Calling Card Calls, Rate Per Minute (No Surcharge)	\$0.35

(N)

(N)

ISSUED: February 15, 2019
BY: Senior Regulatory Counsel

EFFECTIVE: March 1, 2019

3. Rates for Service (Cont'd)3.2 Rate Schedules (Cont'd)3.2.11 Residential Toll Free ServicePlan 1

Per Minute Rate \$.20

This plan is available to customers who also subscribe to Windstream Long Distance.

This plan is only available to existing customers at existing locations.

Plan 2Flat Per Minute Rate \$0.15
Maintenance Fee \$2.50 per month3.2.12 Calling Card Service

Calling Card Service is rated per the particular plan that the customer chooses to subscribe to.

3.2.13 Residential Account Code Service

Monthly Fee per account \$2.50

3.2.14 Operator Assisted Service Charges

	Per Call Charges	
Customer Dialed Calling Card	\$4.99	(N)
Operator Must Dial Calling Card	\$4.99	
Operator Dial Calling Card	\$5.50	(N)
Collect - Automated	\$4.99 (I)	(C)
Collect - Operator Handled	\$6.50 (I)	
Third Party - Automated	\$4.99 (I)	
Third Party - Operator Handled	\$9.99 (I)	(C)
Sent Paid - Non Coin - Automated	\$4.99	(N)
Sent Paid - Non Coin - Operator	\$9.99	(N)
Person-to-Person	\$9.99 (I)	
Operator Dialed Surcharge	\$2.15	(N)
General Assistance	\$1.99	(N)

3.2.15 Directory Assistance

Rate per access \$1.99

3.2.16 Busy Line Verification/Interruption ServiceBusy Line Verification, per request \$9.99 (I)
Busy Line Interruption, per request* \$9.99 (I)

*Note: A charge for a Verification Request also applies.

3.2.17 Payphone Surcharge RatesCalling Card Service (Residential and Business) per call \$3.00 (I)
Toll-Free Service (Residential and Business) per call \$3.00 (I)

10 Minute Prepaid Calling Cards per call	\$.00
30 Minute Prepaid Calling Cards per call	\$.35
60 and 90 Minute Prepaid Calling Cards per call	\$.60

ISSUED: February 15, 2019
BY: Senior Regulatory Counsel

EFFECTIVE: March 1, 2019

3. Rates for Service (Cont'd)

3.2 Rate Schedules (Cont'd)

3.2.18 Operator Assisted LDMTS Rates
Intrastate Per Minute Usage Rates

Per Minute Rate \$0.89 (I)

There is a 3 minute minimum billing option for Operator Service calls made from payphones.

(C)
- - -
(C)

3.3 Promotional Activities

Windstream Communications, Inc. may upon occasion offer various promotional/savings opportunities to customers. These promotional offerings may apply to certain services and may be limited to certain dates, times, and locations. Such promotional offerings will be filed with the Commission and are subject to prior Commission approval.

with the Commission and are subject to prior Commission approval.

ISSUED: September 29, 2006
BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulations4.1 Business One

Windstream Communication's Business One is a commercial offering for single or multi-location customers using switched or dedicated services on an inbound and/or outbound basis. Special calling card services are also available with this offering. Business One subscribers may utilize the service according to specific contract terms and conditions as described below for intrastate service.

A. Contract Terms and Rates

Customers may select a month-to-month plan, a 12 month plan, a 24 month plan or a 36 month plan. A Business One Customer selecting a term must commit to a minimum monthly usage as depicted below. This minimum usage threshold applies to every monthly billing period during the selected term, and must be paid regardless of the Customer's amount of usage during other billing periods. Customers selecting a term may change plans or terminate the service if Customer provides written notice within ninety (90) days of the initiation of service. The Customer shall be held responsible for the value of the contract beyond this ninety (90) day threshold. The following chart lists the contract term length and associated per minute rates. The per minute rates listed below are flat rates effective at all times of day. Discounts for volumes and longer periods of contract are available upon request.

(1) Switched Rates

Time Commitment Month-To-Month Usage	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute	Calling Card Surcharge
\$0 – per month	\$0.119	\$0.119	\$0.25	\$0.00
\$100 – per month	\$0.115	\$0.115	\$0.25	\$0.00
\$500 – per month	\$0.109	\$0.109	\$0.25	\$0.00
\$1,000 – per month	\$0.105	\$0.105	\$0.25	\$0.00
\$2,500 – per month	\$0.099	\$0.099	\$0.25	\$0.00
Time Commitment 12 Months Usage	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute	Calling Card Surcharge
\$100 – per month	\$0.109	\$0.109	\$0.25	\$0.00
\$500 – per month	\$0.105	\$0.105	\$0.25	\$0.00
\$1,000 – per month	\$0.099	\$0.099	\$0.25	\$0.00
\$2,500 – per month	\$0.095	\$0.095	\$0.25	\$0.00
Time Commitment 24 Months Usage	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute	Calling Card Surcharge
\$100 – per month	\$0.105	\$0.105	\$0.20	\$0.00
\$500 – per month	\$0.099	\$0.099	\$0.20	\$0.00
\$1,000 – per month	\$0.095	\$0.095	\$0.20	\$0.00
\$2,500 – per month	\$0.089	\$0.089	\$0.20	\$0.00
Time Commitment 36 Months Usage	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute	Calling Card Surcharge
\$100 – per month	\$0.099	\$0.099	\$0.20	\$0.00
\$500 – per month	\$0.095	\$0.095	\$0.20	\$0.00
\$1,000 – per month	\$0.089	\$0.089	\$0.20	\$0.00
\$2,500 – per month	\$0.085	\$0.085	\$0.20	\$0.00

Billing Increments: All 1+ AND 1-8XX calls are billed in 6-second increments with a 30-second minimum. All calling card calls are billed in 60-second increments with a 60-second minimum.

The rates above are only available to existing customers at existing locations.

ISSUED: February 15, 2019
BY: Sr. Regulatory Counsel

EFFECTIVE: March 1, 2019

4. Specialized Services, Rates and Regulations (Cont'd)4.1 Business One (Cont'd)

A. Contract Terms and Rates (Cont'd)

1. Switched Rates (Cont'd)

- a. Recurring Charges: Such charges will be billed on a monthly basis for the following additional services.

	Toll Free Monthly Service Fee
(per dedicated location)	\$74.06(I)
Non-validated Project Account Code	\$3.70(I)
Validated Account Code	\$7.41(I)
Per Toll free Number	\$7.41(I)
Magnetic Tape or Diskette Billing	\$74.06(I)
Management Reports	\$7.41(I)
Toll free Directory Assistance Listing	\$22.22(I)
Toll free Features per 800 type Number	
- by originating area code routing	\$51.84(I)
- Time of Day Routing	\$74.06(I)
- Percentage allocation routing	\$74.06(I)
Real-Time ANI (per dedicated trunk group)	\$74.06(I)
Dialed Number Identification Service	\$296.24(I)

- b. Nonrecurring Charges: Such charges may be billed on a one-time basis for each occurrence of the following services.

Non-validated Project Account Code	\$ 15.00
Validated Account Code	\$ 50.00
Magnetic Tape or Diskette Billing	\$ 50.00
Toll free Directory Assistance Listing	\$ 15.00
Toll free Features per 800 type Number	
- by originating area code routing	\$100.00
- area service screening (add or change)	\$100.00
- Time of Day Routing	\$100.00
- Percentage allocation routing	\$100.00
Real-Time ANI (per dedicated trunk group)	\$350.00
Dialed Number Identification Service	\$100.00

ISSUED: September 29, 2006
BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulations (Cont'd)4.1 Business One (Cont'd)

- B. The following rates are for business customers that access Windstream Communications, Inc. via dedicated access. The rates below are only available to existing customers at existing locations.

(1) Dedicated Rates

Time Commitment 12 Months	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Usage Per Month			
\$2,500	\$0.071	\$0.081	\$0.25
\$5,000	\$0.067	\$0.077	\$0.20
\$10,000	\$0.063	\$0.073	\$0.20
Time Commitment 24 Months	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Usage Per Month			
\$2,500	\$0.067	\$0.077	\$0.20
\$5,000	\$0.063	\$0.073	\$0.20
\$10,000	\$0.059	\$0.069	\$0.20
Time Commitment 36 Months	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Usage Per Month			
\$2,500	\$0.063	\$0.073	\$0.20
\$5,000	\$0.059	\$0.069	\$0.20
\$10,000	\$0.055	\$0.065	\$0.20

Billing Increments: All 1+ and 1-8XX calls are billed in 6-second increments with a 30-second minimum. All calling card calls are billed in 60-second increments with a 60-second minimum.

ISSUED: September 29, 2006
BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulation (Cont'd)4.1 Business One (Cont'd)

- C. The following intrastate rates are available to LDMTS business customers who purchase certain bundled service plans. The plans could include such Windstream products as wireless, Internet and paging. Customers may select a month-to-month plan or a 12-month plan. The per minute rates listed below are applicable at all times for calls made within the State of Louisiana where technically available. These rates are only available to existing customers at existing locations.

(1) Switched Rates - Bundled Plan

Time Commitments	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Month to Month	\$0.075	\$0.075	\$0.25
12 Months	\$0.070	\$0.070	\$0.20

All 1+ and 1-8XX calls are billed in 6-second increments with an 18-second minimum. All calling card calls are billed in 6-second increments with a 60-second minimum.

- D. The following rates are available to business customers of intrastate LDMTS. Customers may select a month-to-month plan or a 12-month plan. The per minute rates listed below are applicable at all times for calls made within the State of Louisiana where technically available. These rates are only available to existing customers at existing locations.

(1) Switched Rates - Non-Bundled Plan

Time Commitments	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Month to Month	\$0.085	\$0.085	\$0.25
12 Months	\$0.080	\$0.080	\$0.20

All 1+ and 1-8XX calls are billed in 6-second increments with an 18-second minimum. All calling card calls are billed in 6-second increments with a 60-second minimum.

ISSUED: September 29, 2006
BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulation (Cont'd)4.1 Business One (Cont'd)

- E. The following rates are available to business customers of intrastate LDMTS. Customers may select a month-to-month plan or a 12-month plan. The per minute rates listed below are applicable at all times for calls made within the State of Louisiana where technically available.

(1) Switched Rates - Plan A

Time Commitments	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Month to Month	\$0.070	\$0.070	\$0.25
12 Months	\$0.060	\$0.060	\$0.20

All 1+ and 1-8XX calls are billed in 6-second increments with an 18-second minimum. All calling card calls are billed in 6-second increments with a 60-second minimum.

- E. The following rates are available to business customers of intrastate LDMTS. Customers may select a month-to-month plan or a 12-month plan. The per minute rates listed below are applicable at all times for calls made within the State of Louisiana where technically available.

(1) Switched Rates - Plan B

Time Commitments	1+ Outgoing Rate Per Minute	1-8XX Incoming Rate Per Minute	Calling Card Rate Per Minute
Month to Month	\$0.070	\$0.080	\$0.25
12 Months	\$0.060	\$0.075	\$0.20

All 1+ and 1-8XX calls are billed in 6-second increments with an 18-second minimum. All calling card calls are billed in 6-second increments with a 60-second minimum.

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BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulations (Cont'd)

4.2 Prepaid Card Services

4.2.1 Windstream Prepaid Card

Windstream Prepaid Card Service provides an outbound voice grade communications service for calls charged to an Windstream Prepaid Card.

4.2.1.A Exclusions

The following types of calls may not be completed with the Windstream Prepaid Card Service:

- Calls to 500 Numbers
- Calls to 700 Numbers
- Calls to 800 Numbers
- Calls to 900 Numbers
- Directory Assistance Calls
- All Operator Service Calls
- Busy-Line Verification and Interrupt Services

Unless stated otherwise herein, Windstream Prepaid Cards may not be included on any Windstream Calling Plans.

4.2.1.B Availability of Service

Windstream Prepaid Card Service is available twenty-four hours a day, seven days a week. The availability of such cards are subject to technical limitations and will be offered on a first come, first service basis.

4.2.2 Windstream Prepaid Card Service Regulations

4.2.2.A The Windstream Prepaid Calling Card Service is accessed using the Windstream toll-free number printed on the card.

4.2.2.B A Customer's call will be interrupted with an announcement when the balance is about to be depleted.

4.2.2.C All calls must be charged against an Windstream Prepaid Card that has a sufficient available balance.

4.2.2.D Calls in progress will be terminated by the Company if the balance of the Prepaid Card is insufficient to continue the call.

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BY: Sr. Regulatory Counsel

EFFECTIVE: October 18, 2006

4. Specialized Services, Rates and Regulations (Cont'd)4.2 Prepaid Card Services (Cont'd)

4.2.2 Windstream Prepaid Card Service Regulations (Cont'd)

4.2.2.E The Customer shall not indicate or suggest to any other party, including the Customer's own subscribers if any, that any business relationship exists between the Customer, its agents, distributors, or subscribers and Windstream, except that the customer may inform its subscribers that calls placed using the Windstream Prepaid Card account number will be carried over the Windstream network. The Customer is NOT granted any rights whatsoever in the trade names or logos of Windstream or any of its corporate affiliates and the Customer is granted no right to modify the physical appearance of the Windstream Prepaid Card. Customers who desire to produce their own version of the card used to charge Windstream Prepaid Card Service shall be provided only with the Windstream Prepaid Card Service account numbers.

4.2.3 Rates and Charges

4.2.3.A Windstream Prepaid Cards are available in various denominations of units as specified by the Company. This price is inclusive of all taxes. Prepaid Cards will be sold at prices rounded to the nearest cent.

<u>Domestic Denominations</u>	<u>Price Per Unit</u>
All Units	Maximum of \$.15

Cards will be decremented by one unit for each minute or fractional part of a minute for interstate and intrastate calls. These rates apply twenty-four hours per day, seven days per week.

4.2.3.B Credit Allowances

A credit allowance for the Windstream Prepaid Card Service is applicable to that portion of a call that is interrupted due to poor transmission, one-way transmission, or involuntary disconnection of the call. A Customer may also be granted credit for reaching a wrong number. To receive the proper credit, the Customer must notify the Company at the designated Customer Service Number printed on the Windstream Prepaid Card and furnish the called number, the trouble experienced, and the approximate time the call was placed.

ISSUED: February 15, 2019
BY: Sr. Regulatory Counsel

EFFECTIVE: March 1, 2019

4. Specialized Services, Rates and Regulations (Cont'd)

6.2 Business Long Distance Blocks

LD can be purchased in 1,000 minute increments, up to a maximum of 30,000 minutes.
LD Blocks can be purchased with any Company or affiliate bundle.

Pricing:

<u>Term</u>	<u>Monthly Recurring Charge</u>	
1-Year	\$53.33 per 1,000 minutes	(I)
2/3-Year	\$47.40 per 1,000 minutes	(I)
4/5-Year	\$38.51 per 1,000 minutes	(I)

Minutes used in excess of LD Block minutes, "free" bundle minutes, or included bundle minutes will be rated at \$.04/minute.