

Choice One Communications of Massachusetts Inc.

Massachusetts Local Price Guide
Original Title Page

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

CHOICE ONE COMMUNICATIONS OF MASSACHUSETTS INC.

SCHEDULE OF INTRASTATE CHARGES
APPLYING TO END-USER COMMUNICATIONS SERVICES
WITHIN THE COMMONWEALTH OF MASSACHUSETTS

This price guide applies to the end-user telecommunications services furnished by Choice One Communications of Massachusetts Inc., (the "Company" or "Carrier") between one or more points in the Commonwealth of Massachusetts.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

CHECK SHEET

Pages of this price guide, as indicated below, are effective as of the date shown at the top of the respective pages. Original and revised pages, as named below, comprise all changes from the original price guide and are currently in effect as of the date on the top of this page.

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
Title	Original		31	1 st Rev.	61	Original
1	4 th Rev.	*	32	Original	62	Original
2	4 th Rev.	*	33	Original	63	Original
3	4 th Rev.	*	34	Original	64	Original
4	2 nd Rev.		35	Original	65	Original
5	Original		36	Original	66	Original
6	Original		37	Original	67	Original
7	Original		38	Original	68	Original
8	Original		39	Original	69	Original
9	Original		40	Original	70	Original
10	Original		41	Original	71	Original
11	Original		42	Original	72	Original
12	Original		43	Original	73	Original
13	Original		44	Original	74	Original
14	Original		45	Original	75	Original
15	Original		46	Original	76	Original
16	1 st Rev.		47	Original	77	Original
17	1 st Rev.		48	Original	78	Original
18	Original		49	Original	79	Original
19	2 nd Rev.	*	50	Original	80	Original
20	Original		51	Original	81	Original
21	Original		52	Original	82	Original
22	Original		53	Original	83	Original
23	Original		54	Original	84	Original
24	1 st Rev.		55	Original	85	Original
25	Original		56	Original	86	Original
26	Original		57	Original	87	Original
27	Original		58	Original	88	Original
28	Original		59	Original	89	Original
29	Original		60	Original	90	Original
30	1 st Rev.					

* - indicates those pages included with this filing

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

CHECK SHEET (CONT'D.)

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
91	Original	121	Original	151	Original
92	Original	122	Original	152	2 nd Rev.
93	Original	123	1 st Rev.	153	Original
94	Original	124	Original	154	Original
95	Original	125	2 nd Rev.	155	2 nd Rev.
96	Original	126	1 st Rev.	156	2 nd Rev.
97	Original	127	Original	157	2 nd Rev.
98	Original	128	2 nd Rev.	158	2 nd Rev.
99	Original	129	2 nd Rev.	159	Original
100	Original	130	2 nd Rev.	160	Original
101	Original	131	2 nd Rev.	161	2 nd Rev.
102	Original	132	Original	162	2 nd Rev.
103	1 st Rev.	133	2 nd Rev.	163	2 nd Rev.
104	Original	134	2 nd Rev.	164	Original
105	Original	135	2 nd Rev.	165	2 nd Rev.
106	Original	136	2 nd Rev.	166	2 nd Rev.
107	Original	137	2 nd Rev.	167	2 nd Rev.
108	Original	138	2 nd Rev.	168	2 nd Rev.
109	Original	139	Original	169	2 nd Rev.
110	Original	140	Original	170	2 nd Rev.
111	Original	141	2 nd Rev.	171	2 nd Rev.
112	Original	142	2 nd Rev.	172	2 nd Rev.
113	1 st Rev.	143	Original	173	2 nd Rev.
114	Original	144	2 nd Rev.	174	Original
115	Original	145	2 nd Rev.	175	Original
116	Original	146	2 nd Rev.	176	2 nd Rev.
117	Original	147	Original	177	2 nd Rev.
118	Original	148	Original	178	Original
119	1 st Rev.	* 149	Original	179	2 nd Rev.
120	Original	150	Original	180	2 nd Rev.

* - Indicates pages included with this filing.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

CHECK SHEET (CONT'D.)

<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>	<u>PAGE</u>	<u>REVISION</u>
181	2 nd Rev.	211	Original	241	2 nd Rev.
182	2 nd Rev.	212	Original	242	Original
183	2 nd Rev	213	Original	243	Original
184	Original	214	Original	244	Original
185	Original	215	Original	245	Original
186	Original	216	Original	246	2 nd Rev
187	Original	217	Original	247	Original
188	Original	218	Original	248	Original
189	Original	219	Original	249	Original
190	Original	220	Original	250	Original
191	Original	221	2 nd Rev.	251	2 nd Rev
192	Original	222	2 nd Rev.	252	Original
193	Original	223	Original	253	Original
194	Original	224	Original	254	Original
195	Original	225	Original	255	Original
196	Original	226	Original	256	Original
197	Original	227	2 nd Rev.	257	Original
198	2 nd Rev	228	1 st Rev.	258	2 nd Rev
199	Original	229	1 st Rev.	259	2 nd Rev.
200	Original	230	Original	260	Original
201	2 nd Rev.	231	Original	261	Original
202	2 nd Rev	232	Original	262	2 nd Rev
203	Original	233	1 st Rev.	263	Original
204	Original	234	Original	264	Original
205	2 nd Rev.	235	Original	265	Original
206	2 nd Rev.	236	Original	266	Original
207	2 nd Rev.	237	Original	267	2 nd Rev
208	Original	238	Original	268	1 st Rev.
209	Original	239	Original	269	2 nd Rev.
210	Original	240	Original	270	2 nd Rev

* - Indicates pages included with this filing.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

CHECK SHEET (CONT'D.)

<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>		<u>PAGE</u>	<u>REVISION</u>
271	2 nd Rev.	*	297	2 nd Rev.	*		
272	2 nd Rev.	*	298	2 nd Rev.	*		
273	2 nd Rev.	*	299	2 nd Rev.	*		
274	2 nd Rev.	*	300	2 nd Rev.	*		
275	2 nd Rev.	*	301	2 nd Rev.	*		
276	2 nd Rev.	*	302	2 nd Rev.	*		
277	2 nd Rev.	*	303	2 nd Rev.	*		
278	2 nd Rev.	*	304	2 nd Rev.	*		
279	2 nd Rev.	*	305	2 nd Rev.	*		
280	1 st Rev.		306	2 nd Rev.	*		
281	2 nd Rev.	*	307	2 nd Rev.	*		
282	2 nd Rev.	*	308	2 nd Rev.	*		
283	2 nd Rev.	*	309	2 nd Rev.	*		
284	2 nd Rev.	*	310	2 nd Rev.	*		
285	2 nd Rev.	*	311	2 nd Rev.	*		
286	2 nd Rev.	*	312	2 nd Rev.	*		
287	2 nd Rev.	*	313	2 nd Rev.	*		
288	2 nd Rev.	*	314	2 nd Rev.	*		
289	2 nd Rev.	*	315	2 nd Rev.	*		
290	2 nd Rev.	*	316	2 nd Rev.	*		
291	2 nd Rev.	*	317	2 nd Rev.	*		
292	2 nd Rev.	*	318	2 nd Rev.	*		
293	2 nd Rev.	*	319	2 nd Rev.	*		
294	2 nd Rev.	*	320	2 nd Rev.	*		
295	2 nd Rev.	*	321	2 nd Rev.	*		
296	2 nd Rev.	*	322	2 nd Rev.	*		
			323	2 nd Rev.	*		

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

TABLE OF CONTENTS

	<u>PAGE</u>
Title Sheet	Title
Check Sheet	1
Table of Contents	5
Explanation of Symbols	7
Price Guide Format	8
Explanation of Terms	9
Section 1 - Application of Price Guide	18
Section 2 - General Rules and Regulations	19
Section 3 - Connection Charges	20
Section 4 - Market Specific Pricing Plans	21
Section 5 - Supplemental Services	39
Section 6 - Network Dedicated Services	82
Section 7 - Network Switched Services	87
Section 8 - Special Services and Programs	94
Section 9 - Special Arrangements	107
Section 10 - Directory Services	111

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

TABLE OF CONTENTS (CONT'D.)

	<u>PAGE</u>
Section 11 - Service Areas.....	118
Section 12 - Rates and Charges	119
Section 13 - Grandfathered Services.....	148
Section 14 - Grandfathered Services II.....	162
Section 15 - One Communications Services, Rates and Charges	208
Section 16 – Miscellaneous Charges and Surcharges.....	268
Section 17 - Non-Term Rates	269

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF SYMBOLS

A revision of a price guide sheet is coded to designate the type of change from the previous revision. These symbols, which appear in the right-hand margin of the sheet, are used to signify:

- (C) - Change in Regulation
- (D) - Discontinued Rate or Regulation
- (I) - Increase in Rate or Charge
- (M) - Text Relocated Without Change
- (N) - New Rate or Regulation
- (R) - Reduction in Rate or Charge
- (S) - To Signify a Reissued Matter
- (T) - Change in Text But No Change In Rate or Regulation
- (Z) - Correction

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

PRICE GUIDE FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially. However, new pages are occasionally added to the price guide. When a new page is added between pages already in effect, a decimal is added. 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 upper right corner of each page. These numbers are used to determine the most current page version in effect. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14.
- C. Paragraph Numbering Sequence - There are seven levels of paragraph coding. Each level of coding is subservient to its next higher level:
 - 2.
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.a
 - 2.1.1.A.1.a.1
- D. Check Sheets - When a price guide revision is made, an updated check sheet accompanies the price guide revision. The check sheet lists the pages contained in the price guide, 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 will be no other symbols used on the check sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages. The price guide user should refer to the latest check sheet to find out if a particular page is the most current.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS

AGENCY

For 911 or E911 service, the government agency(ies) designated as having responsibility for the control and staffing of the emergency report center.

ALTERNATE ROUTING ("AR")

Allows E911 calls to be routed to a designated alternate location if (1) all E911 exchange lines to the primary PSAP (see definition of PSAP below) are busy, or (2) the primary PSAP closes for a period (night service).

AUTHORIZED USER

A person, corporation or other entity who is authorized by the Company's customer to utilize service provided by the Company to the customer. The customer is responsible for all charges incurred by an Authorized User.

ATTENDANT

An operator of a PBX console or telephone switchboard.

AUTOMATIC LOCATION IDENTIFICATION ("ALI")

The name and address associated with the calling party's telephone number (identified by ANI as defined below) is forwarded to the PSAP for display. Additional telephones with the same number as the calling party's (secondary locations, off premises, etc.) will be identified with the address of the telephone number at the main location.

AUTOMATIC NUMBER IDENTIFICATION ("ANI")

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

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

CALL INITIATION

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

CALL TERMINATION

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

CENTRAL OFFICE

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

CENTRAL OFFICE LINE

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

CHANNEL

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

COMPANY

Choice One Communications of Massachusetts Inc. , unless otherwise clearly indicated from the context.

COMMISSION

Massachusetts Department of Telecommunications and Cable.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

CONVERSION

Conversion refers to the point when the customer converts or cuts over to the Company's service. If the customer applies for blocking in their initial request for service with Choice One, there is no additional \$10.00 non-recurring charge for the blocking piece. If a customer applies for the blocking charge at some point in the future after the customer had been cutover/converted to Choice One, a \$10.00 non-recurring charge applies.

CUSTOMER

The person, firm, corporation, or other entity which orders service pursuant to this price guide and utilizes service provided under price guide by the Company. A customer is responsible for the payment of charges and for compliance with all terms of the Company's price guide.

CUSTOMER "DIALED" PER CALL OPERATOR SERVICE

A billing arrangement whereby the originating caller may bill charges for a call to the called party, provided the called party agrees to accept the charges. The terms and conditions of the called party's local exchange company apply to payment arrangements for Collect Billed Customer Dialed Calls.

CUSTOMER PREMISES EQUIPMENT ("CPE")

Equipment provided by the customer for use with the Company's services. CPE can include a station set, facsimile machine, key system, PBX, or other communication system.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

DEFAULT ROUTING (“DR”)

When an incoming E911 call cannot be selectively routed due to an ANI failure, garbled digits or other causes, such incoming calls are routed from the E911 Control Office to a default PSAP. Each incoming E911 facility group to the Control Office is assigned to a designated default PSAP.

DIAL PULSE (“DP”)

The pulse type employed by a rotary dial station set.

DIRECT INWARD DIAL (“DID”)

A service attribute that routes incoming calls directly to stations, by-passing a central answer point.

DIRECT OUTWARD DIAL (“DOD”)

A service attribute that allows individual station users to access and dial outside numbers directly.

DUAL TONE MULTI-FREQUENCY (“DTMF”)

The pulse type employed by tone dial station sets. (Touch tone)

E911 SERVICE AREA

The geographic area in which the government agency will respond to all E911 calls and dispatch appropriate emergency assistance.

E911 CUSTOMER

A governmental agency that is the customer of record and is responsible for all negotiations, operations and payment of bills in connection with the provision of E911 service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

EXCHANGE

An area, consisting of one or more central office districts, within which a call between any two points is a local call.

EXCHANGE ACCESS LINE

A central office line furnished for direct or indirect access to the exchange system.

EXCHANGE SERVICE

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

FINAL ACCOUNT

A customer whose service has been disconnected who has outstanding charges still owed to the Company.

FLAT RATE SERVICE

The type of exchange service provided at a monthly rate with an unlimited number of calls within a specified primary calling area.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

HANDICAPPED PERSON

A person who is legally blind, visually handicapped or physically handicapped, under the following definitions from the Federal Register (Vol. 35 #126 dated June 30, 1970).

Legally Blind - a person whose visual acuity is 20/200 or less in the better eye with correcting glasses, or whose widest diameter of visual field subtends an angular distance no greater than 20 degrees.

Visually Handicapped - a person whose visual disability, with correction and regardless of optical measurement with respect to legal blindness, are certified as unable to read normal printed material.

Physically Handicapped - a person who is certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitation, or a person whose disabling condition causes difficulty with hand and finger coordination and use of a coin telephone.

The term "Handicapped Person", when used in connection with a person having a speech or hearing impairment which requires that they communicate over telephone facilities by means other than voice is defined below:

Hearing - a person with binaural hearing impairment of 60% or higher on the basis of the procedure developed by the American Academy of Otolaryngology (A.A.O.) as set forth in "Guide for Conservation of Hearing in Noise" 38-43, A.A.O., 1973; "guides to the Evaluation of Permanent Impairment" 103-107, American Medical Association, 1971.

Speech - a person with 65% or higher of impairment on the basis of the procedure recommended by the American Medical Association's Committee on Rating of Mental and Physical Impairment to evaluate speech impairment as to three categories: audibility, intelligibility and functional efficiency, as set forth in "Guides to the Evaluation of Permanent Impairment" 109-III, American Medical Association, 1971.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

INTERFACE

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

INTERRUPTION

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

LATA

Local Access and Transport Area. The area within which the Company provides local and long distance ("intraLATA") service. For call to numbers outside the area ("interLATA") service is provided by long distance companies.

LINK

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

LOCAL CALL

A call which, if placed by a customer over the facilities of the Company, is not rated as a toll call.

LOCAL CALLING AREA

The area, consisting of one or more central office districts, within which a subscriber for exchange service may make telephone calls without a toll charge.

LOCAL SERVICE

Telephone exchange service within a local calling area.

LOOP START

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

LOOPS

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

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

MESSAGE RATE SERVICE

A type of exchange service provided at a monthly rate with an additional charge for local calling based on the usage of the local network. One completed call is equal to one message.

MOVE

The disconnection of existing equipment at one location and reconnection of the same equipment at a new location in the same building or in a different building on the same premises.

MULTILINE HUNT

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

ON-NET

Telecommunications services which are transported exclusively over facilities installed by the Company rather than the facilities of another carrier.

PERSON TO PERSON

A per call charge that applies in addition to long distance usage charges for calls placed with the assistance of a Company operator to a particular party at the destination number. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. This charge does not apply unless the specified party or an acceptable substitute is available.

(T)

PORT

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

PRIVATE BRANCH EXCHANGE SERVICE ("PBX")

Service providing facilities for connecting central office trunks and tie lines to PBX stations, and for interconnecting PBX station lines by means of a switchboard or dial apparatus.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: May 1, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

EXPLANATION OF TERMS (CONT'D.)

RATE CENTER

A geographic reference point with specific coordinates on a map used for determining mileage when calculating charges.

REFERRAL PERIOD

The time frame, during which calls to a number that has been changed, will be sent to a recording which will inform the caller of the new number.

SELECTIVE ROUTING ("SR")

A feature that routes an E911 call from a Central Office to the designated primary PSAP based upon the identified number of the calling party.

TOLL CALL

Any call extending beyond the local exchange of the originating caller which is rated on a toll schedule by the Company.

STATION TO STATION

A per call charge that applies in addition to long distance usage charges for non Person-to-Person calls placed with the assistance of a Company operator. This charge applies regardless of billing arrangement, including, but not limited to, billing to the originating line, commercial credit card, collect, by deposit of coins in pay telephones, or to a third party. (T)

THIRD PARTY BILLED

A billing arrangement whereby charges for a call may be billed to a telephone number that is different from the calling number and the called number. The terms and conditions of the third party's local exchange company apply to payment arrangements for Third Party Billed calls.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 1 - APPLICATION OF PRICE GUIDE

1.1 APPLICATION OF PRICE GUIDE

- 1.1.1 This price guide contains the regulations and rates applicable to intrastate local exchange telecommunications services provided by Carrier for telecommunications between points within the Commonwealth of Massachusetts. Carrier's services are furnished subject to the availability of facilities and subject to the terms and conditions of this price guide.
- 1.1.2 The rates and regulations contained in this price guide apply only to the services furnished by Carrier and do not apply, unless otherwise specified, to the lines, facilities, or services provided by an interexchange telephone company or other common carrier for use in accessing the services of Carrier.
- 1.1.3 The Subscriber is entitled to limit the use of Carrier's services by Users at the Subscriber's facilities, and may use other common carriers in addition to or in lieu of Carrier.
- 1.1.4 At the option of the Company, service may be offered on a contract basis to meet specialized requirements of the Customer not contemplated in this price guide as approved by the Massachusetts Department of Telecommunications and Cable. The terms of each contract shall be mutually agreed upon between the Customer and Company and may include discounts off of rates contained herein, waiver of recurring or nonrecurring charges, charges for specially designed and constructed services not contained in the Company's general service offerings, or other customized features. The terms of the contract may be based partially or completely on the term and volume commitment, type of originating or terminating access, mixture of services or other distinguishing features. Service shall be available to all similarly situated Customers for a fixed period of time following the initial offering for the first contract Customer as specific in each individual contract. The terms and rates of each shall be filed with the M.D.T.C. for price guide approval.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 2 - GENERAL RULES AND REGULATIONS

All Choice One Communications of Massachusetts Inc. Customers within Massachusetts are subject to the Terms and Conditions listed below and as found at the following link:

(T)
(T)

<https://www.windstream.com/Terms-and-Conditions/>

(D)
|
|
|
(D)

2.1 Convenience Fee

(N)

In the event a business customer makes a one-time or recurring payment using a credit or debit card, a Convenience Fee Charge may apply. Any payments for a deposit or advance payment to establish new service are excluded from the Convenience Fee Charge. This charge does not apply to residential customers or to business customers that make payment using their financial institution's bill payment service, customers with negotiated contracts that do not allow the assessment of this fee, or customers without a computer. This fee, not to exceed \$139.95, will be assessed at the point of payment and will not appear on the Customer's invoice.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 3 - CONNECTION CHARGES

3.1 CONNECTION CHARGE

3.1.1 General

The Connection Charge is comprised of a Service Activation Fee that applies for the installation of service at each new service location for either a new or existing customer.

3.1.2 Exceptions to the Charge

The Company may from time to time waive or reduce the charge as part of a promotion. See Section 5.3.

3.2 RESTORAL CHARGE

A restoral charge applies each time a service is reconnected after suspension or termination for nonpayment but before cancellation of the service, as deemed in Section 1 of this price guide.

3.3 TIME AND MATERIALS CHARGE

A charge for the labor time & materials expended to diagnose any trouble on the customer's side of the demarcation point.

3.4 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

The customer will incur a charge each time there is a change in the long distance carrier associated with the customer's line after the initial installation of service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS

4.1 WORCESTER MARKET SERVICES

This section sets forth the descriptions, features, terms, and conditions specific to services provided to the Company's customers in the Worcester market. The rates and charges specific to the provisioning of service in the Worcester market are set forth in Section 12.11.

In addition to the service descriptions, rates, charges, terms, and conditions ("language") of both this section and Section 12.11, the language set forth in other sections of this price guide shall apply to the provisioning of services in the Worcester market as follows:

- When the language of other sections is not in conflict with either this section or Section 12.11.
- When referring to services or features (or any related rates and charges) not specifically identified in either this section or Section 12.11.
- When applicable rates and charges for the provisioning of services set forth in this section are not explicitly identified in Section 12.11, rates and charges set forth in other sections of this price guide for similar services and situations may be applied. Such items may include (but not be limited to) installation or cancellation of service, changes to existing service, early termination penalties, restoral charges, and surcharges.
- When referring to any other circumstances or scenarios not specifically addressed in either this section or Section 12.11.

4.1.1 Choice Xchange Product Set

A. Line and Calling Plans

Choice Xchange lines provide local voice service via a POTS line to the customer's location. There are three products within the Choice Xchange product set:

- Standard Xchange Line Service,
- Xchange Advantage Line Service, and
- Local Measured Service Calling Plans ("Local Choice Call Packs")

All Choice Xchange and Xchange Advantage lines are provided with local measured service on a per minute basis. The same usage plan must be selected for all lines providing local service at the same service location. These plans (local Choice Call Packs) are described below and the associated rates may be found in section 12. If a customer does not wish to purchase a local Choice Call Pack, all local usage will be rated at the standard rate indicated in Section 12.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.1 Choice Xchange Product Set (Cont'd.)

A. Line and Calling Plans (Cont'd.)

An Xchange Advantage line is a basic Xchange line packaged with up to eight optional calling features (see Sections 5.1 and 5.2). Fast Forwarding and Voice Messaging services are not included as part of the Xchange Advantage line. Customers who choose an Xchange Advantage line may still add these features to their service by paying the applicable charges for Fast Forwarding or Voice Messaging services. If the customer wishes to add additional standard features (above the included 8), they may do so at the rates set forth in Section 12.

Local Choice Call Packs are pre-determined packages of local usage minutes for a specific up-front monthly recurring charge. By selecting one of these Choice Call Packs, the customer is able to receive a lower rate on their local usage minutes. If the customer uses more than the included minutes during a billing cycle, an additional minute rate will apply. Local Choice Call Packs are not pro-rated. Each local service line at a service location must have the same local Choice Call Pack. Packaged minutes may be aggregated across all lines at the same service location. Included minutes not used within the billing cycle are lost.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.1 Choice Xchange Product Set (Cont'd.)

B. Discounts

1. There are two ways a customer may receive a discount off of the monthly recurring charge for either a basic Xchange line or an Advantage line:
 - a. Term discount: The Company offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 - b. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a Choice Xchange and/or Xchange Advantage line and a qualified Company data products. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules a & b above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, the Xchange service must be at the same physical service location as the eligible data product.

2. There are no available discounts for local Choice Call Packs.

NOTE: Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this price guide.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.2 Choice One Plus Toll Product Set

A. Basic Toll Services

The Choice One Plus product set consists of the following toll services:

- Outbound direct-dialed toll service
- Operator-assisted toll service
- Inbound toll-free calling

(D)

B. Choice Call Packs For Toll Service

1. For outbound direct-dialed toll services*, customers may elect to purchase Toll Choice Call Packs. The customer must purchase Choice One local voice service (via the Choice Xchange or Choice Path product sets) in order to purchase a Choice One Plus product.
2. Toll Choice Call Packs consist of a pre-determined package of toll minutes for a monthly recurring charge, with a specific "overage" rate for minutes above the amount included. By selecting one of these toll Choice Call Packs, the customer is able to receive a lower rate on their toll usage. If a customer does not wish to purchase a toll Choice Call Pack, all toll usage will be rated at the standard rate indicated in Section 12. Each line within a service location must have the same toll usage plan. Minutes may be aggregated across all lines within the service location. Included minutes not used within the billing cycle are lost.
3. Usage associated with operator-assisted outbound calls will be rated at standard toll rates. Such usage is not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.

(T)

* Outbound direct-dialed toll traffic outside the jurisdiction of this price guide (interLATA, Interstate long distance calling) will also be subject to the rates, terms and conditions of the Company's Choice Call Packs. For purposes of calculating traffic subject to the predetermined bundle rates as well as "overage" rates, the Company will not differentiate between domestic IntraLATA, interLATA, or interstate toll minutes of use. Choice Call Pack pricing will not apply to international traffic.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.2 CHOICE ONE PLUS TOLL PRODUCT SET (Cont'd)

B. Choice Call Packs For Toll Service (Cont'd)

4. Toll-free rates will be separate from outbound toll rates. A single toll-free rate will apply to calls received on a customer's toll-free number. Toll-free calls are not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated "overage" rate for the selected plan.

C. Discounts

There are no available discounts that apply to Choice One Plus products.

4.1.3 ChoicePath Product Set

The service offering, rates and charges contained in this price guide section 4.1.3 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.1 WORCESTER MARKET SERVICES (Cont'd.)

4.1.4 Other Terms & Conditions

- A. "All voice lines", for the purposes of Choice Call Packs (local or toll), represents any Xchange line, Xchange Advantage line or T-1 channel that receives dial one (modem lines and fax lines are considered a voice line).
- B. The customer must select the same Choice Call Pack on all voice lines within a given physical service location. If customer has both local measured and long distance service, the same local Call Pack must be on each voice line and the same toll Call Pack must be on each voice line, but the local and toll Call Packs do not need to be the same.
- C. Customer is not allowed to establish separate service locations at the same physical address for the purpose of getting different local or toll Call Packs.
- D. Choice Call Packs are purchased per line (one monthly recurring charge for each voice line). The minutes associated with these packages are aggregated at the service location level across all voice lines. Included minutes are applied on a first-come, first-used basis.
- E. Choice Call Packs are not pro-rated.
- F. Customer may change the selected Call Pack under the following conditions:
 - 1. Call Pack changes will always become effective at the next bill date; no pro-rating or mid-cycle changes will be made for Call Packs.
 - 2. All voice lines will change to the new Call Pack.
 - 3. A MAC charge applies each time the Call Pack is changed.
 - 4. Customer may only change Call Packs once every 3 months.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES

This section sets forth the descriptions, features, terms, and conditions specific to services provided to the Company's customers in the Springfield market. The rates and charges specific to the provisioning of service in the Springfield market are set forth in Section 12.8.

In addition to the service descriptions, rates, charges, terms, and conditions ("language") of both this section and Section 12.8, the language set forth in other sections of this price guide shall apply to the provisioning of services in the Springfield market as follows:

- When the language of other sections is not in conflict with either this section or Section 12.8.
- When referring to services or features (or any related rates and charges) not specifically identified in either this section or Section 12.8.
- When applicable rates and charges for the provisioning of services set forth in this section are not explicitly identified in Section 12.8, rates and charges set forth in other sections of this price guide for similar services and situations may be applied. Such items may include (but not be limited to) installation or cancellation of service, changes to existing service, early termination penalties, restoral charges, and surcharges.
- When referring to any other circumstances or scenarios not specifically addressed in either this section or Section 12.8.

4.2.1 Choice Xchange Product Set

A. Line and Calling Plans

Choice Xchange lines provide local voice service via a POTS line to the customer's location. There are three products within the Choice Xchange product set:

- Standard Xchange Line Service,
- Xchange Advantage Line Service, and
- Local Measured Service Calling Plans ("Local Choice Call Packs")

All Choice Xchange and Xchange Advantage lines are provided with local measured service on a per minute basis. The same usage plan must be selected for all lines providing local service at the same service location. These plans (local Choice Call Packs) are described below and the associated rates may be found in section 12. If a customer does not wish to purchase a local Choice Call Pack, all local usage will be rated at the standard rate indicated in Section 12.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.1 Choice Xchange Product Set (Cont'd.)

A. Line and Calling Plans (Cont'd.)

An Xchange Advantage line is a basic Xchange line packaged with up to eight optional calling features (see Sections 5.1 and 5.2). Fast Forwarding and Voice Messaging services are not included as part of the Xchange Advantage line. Customers who choose an Xchange Advantage line may still add these features to their service by paying the applicable charges for Fast Forwarding or Voice Messaging services. If the customer wishes to add additional standard features (above the included 8), they may do so at the rates set forth in Section 12.

Local Choice Call Packs are pre-determined packages of local usage minutes for a specific up-front monthly recurring charge. By selecting one of these Choice Call Packs, the customer is able to receive a lower rate on their local usage minutes. If the customer uses more than the included minutes during a billing cycle, an additional minute rate will apply. Local Choice Call Packs are not pro-rated. Each local service line at a service location must have the same local Choice Call Pack. Packaged minutes may be aggregated across all lines at the same service location. Included minutes not used within the billing cycle are lost.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.1 Choice Xchange Product Set (Cont'd.)

B. Discounts

1. There are two ways a customer may receive a discount off of the monthly recurring charge for either a basic Xchange line or an Advantage line:
 - a. Term discount: The Company offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 - b. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a Choice Xchange and/or Xchange Advantage line and a qualified the Company data products. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules a & b above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, the Xchange service must be at the same physical service location as the eligible data product.

2. There are no available discounts for local Choice Call Packs.

NOTE: Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this price guide.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.2 Choice One Plus Toll Product Set

A. Basic Toll Services

The Choice One Plus product set consists of the following toll services:

- Outbound direct-dialed toll service
- Operator-assisted toll service
- Inbound toll-free calling

(D)

B. Choice Call Packs For Toll Service

1. For outbound direct-dialed toll services*, customers may elect to purchase Toll Choice Call Packs. The customer must purchase Choice One local voice service (via the Choice Xchange or Choice Path product sets) in order to purchase a Choice One Plus product.
2. Toll Choice Call Packs consist of a pre-determined package of toll minutes for a monthly recurring charge, with a specific "overage" rate for minutes above the amount included. By selecting one of these toll Choice Call Packs, the customer is able to receive a lower rate on their toll usage. If a customer does not wish to purchase a toll Choice Call Pack, all toll usage will be rated at the standard rate indicated in Section 12. Each line within a service location must have the same toll usage plan. Minutes may be aggregated across all lines within the service location. Included minutes not used within the billing cycle are lost.

* Outbound direct-dialed toll traffic outside the jurisdiction of this price guide (interLATA, Interstate long distance calling) will also be subject to the rates, terms and conditions of the Company's Choice Call Packs. For purposes of calculating traffic subject to the predetermined bundle rates as well as "overage" rates, the Company will not differentiate between domestic IntraLATA, interLATA, or interstate toll minutes of use. Choice Call Pack pricing will not apply to international traffic

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.2 Choice One Plus Toll Product Set (Cont'd)

B. Choice Call Packs For Toll Service (Cont'd.)

3. Usage associated with operator-assisted outbound calls will be rated at standard toll rates. Such usage is not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated “overage” rate for the selected plan. (T)
4. Toll-free rates will be separate from outbound toll rates. A single toll-free rate will apply to calls received on a customer’s toll-free number. Toll-free calls are not eligible to be included in the minutes of use associated with Choice Call Packs nor to be rated at the associated “overage” rate for the selected plan.

C. Discounts

There are no available discounts that apply to Choice One Plus products.

4.2.3 ChoicePath Product Set

The service offering, rates and charges contained in this price guide section 4.2.3 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.2 SPRINGFIELD MARKET SERVICES (Cont'd.)

4.2.4 Other Terms & Conditions

- A. "All voice lines", for the purposes of Choice Call Packs (local or toll), represents any Xchange line, Xchange Advantage line or T-1 channel that receives dial tone (modem lines and fax lines are considered a voice line).
- B. The customer must select the same Choice Call Pack on all voice lines within a given physical service location. If customer has both local measured and long distance service, the same local Call Pack must be on each voice line and the same toll Call Pack must be on each voice line, but the local and toll Call Packs do not need to be the same.
- C. Customer is not allowed to establish separate service locations at the same physical address for the purpose of getting different local or toll Call Packs.
- D. Choice Call Packs are purchased per line (one monthly recurring charge for each voice line). The minutes associated with these packages are aggregated at the service location level across all voice lines. Included minutes are applied on a first-come, first-used basis.
- E. Choice Call Packs are not pro-rated.
- F. Customer may change the selected Call Pack under the following conditions:
 - 1. Call Pack changes will always become effective at the next bill date; no pro-rating or mid-cycle changes will be made for Call Packs.
 - 2. All voice lines will change to the new Call Pack.
 - 3. A MAC charge applies each time the Call Pack is changed.
 - 4. Customer may only change Call Packs once every 3 months.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.3 Choice Xchange Advantage Unlimited Line

4.3.1 Description of Services

Choice Xchange Advantage Unlimited Line service (“Advantage Unlimited Service”) encompasses voice grade network access services described under Network Access Line (Sections 4.1.1.A and 4.2.1.A) for business customers. This service will be available only to end users who subscribe to the Company’s free Internet service offering. Advantage Unlimited Service is a basic Choice Xchange Line packaged with standard features. The Fast Forwarding feature (defined in section 5.12 of this price guide) and Choice Messaging voicemail products are considered premium features and are not included as part of Advantage Unlimited Service. Customers that choose the Advantage Unlimited Service may add additional features at the rates set forth in Section 5 of this price guide.

Advantage Unlimited Service also includes unlimited local and toll* calling.

4.3.2 Restrictions

- A. The maximum number of Advantage Unlimited lines permitted at a single physical location is 15. In addition, no more than two other lines may be installed at that physical location, whether or not billed separately from the Advantage Unlimited lines. All such lines must be set up with zero call packs.
- B. Local and toll minutes included under the Advantage Unlimited Service will only apply to voice grade service and will not apply to the following types of traffic:
- Call center applications including, but not limited to, auto-dialers.
 - Internet connections and other data applications (including access to corporate LANs).

If the Company determines that the Customer is using Advantage Unlimited Service for any purpose other than voice grade service, including any of the types of traffic listed above, the Company reserves the right to remove Advantage Unlimited Service from the Customer’s account and bill all of the Customer’s usage at measured service rates.

* Advantage Unlimited applies to all domestic toll usage generated by the Customer, including interexchange toll traffic that would be subject to the terms and conditions of the Company’s applicable interexchange price guide(s).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.3 Choice Xchange Advantage Unlimited Line (Cont'd.)

4.3.3 Application of Rates

A. Term Discounts

The Company offers savings to the Customer based on commitment levels of 12months, 36 months and 60 months.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.4 ULTRA T-1 PRODUCT SET

4.4.1 Description of Services

The Ultra T-1 Product Set consists of voice, Internet and data services provided to the Customer's service location via a T-1 Facility. The Ultra T-1 Product Set is available to business Customers only.

Customers will have the option of selecting one of five types on T-1 circuits:

- Dedicated Voice Full
- Dedicated Voice Fractional
- Integrated Voice, Internet and Data Point to Point (two or more services on the same T-1 circuit)
- Dedicated Internet
- Full Point to Point

T-1 service is available on an individual channel basis with up to 24 channels of capacity available. The minimums for the different types of Ultra T-1 products are as follows:

- Dedicated Voice Full: 24 channel minimum
- Dedicated Voice Fractional: 16 channel minimum
- Integrated Voice, Internet and Data Point to Point: must purchase at least two of the foregoing services to qualify and at least four channels for each service selected; 16 channel minimum
- Dedicated Internet: will be available for a minimum speed of 768K
- Full Point to Point: 24 channel minimum

Optional Voice Channel Configuration (per channel)

- DID (Direct Inward Dialing) - DID provides one way inbound calling only terminating directly to a PBX station.
- DOD (Direct Outward Dialing) - DOD provides for one way outbound calling only. Outbound long distance calls will follow the CIC of the trunk group, not the individual trunks.
- DID/DOD - This service allows for both inbound and outbound calling. Outbound long distance calls will follow the PIC of the trunk group, not the individual trunks. This service is also referred to as two-way or combination trunks.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.2 Application of Rates

Customers have the option of selecting their T-1 facility in a variety of configurations:

- A. Dedicated Voice Only Customer may choose from either a Full Voice Only T-1 or a Fractional Voice Only T-1.

If a Full Voice Only T-1 is selected, all channels will have unlimited local usage.

If Fractional is selected, Customers will need to select a Local Choice Call Pack (refer to sections 4.1.1.1 and 4.2.1.1 for description); Customers who choose Choice One Plus service must also choose a toll Choice Call Pack (refer to section 4.1.2.2 and 4.2.2.2 for description). Either a Per Channel or a Circuit Level Call Pack may be selected (must be the same type for both local call packs and toll call packs). If Per Channel, each channel at the location must have the same usage plan. Minutes may be aggregated across all channels at the same service location. If Circuit Level is selected, minutes apply to entire circuit and only one Call Pack is selected per circuit. If no Call Pack is chosen, usage will be rated at the standard rate indicated in Section 12.

- B. Integrated Voice, Internet, Data Point to Point; must select at least two services on same facility. All services share the same per channel MRC. Voice channels include unlimited local usage. Internet and Data Point to Point are sold in 64K increments.
- C. Dedicated Internet is available in the following speeds: 768K, 1.024M and 1.54M.
- D. Full Point to Point; per circuit charge applies.

For all products, customers may purchase the exact number of channels they need (with certain minimums applying, see section 1.13.1.5.1 above).

4.4.3 Discounts on Ultra T-1 Product Set

The Company offers savings to the Customer based on commitment levels of 12 months, 36 months and 60 months.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.4 ISDN PRI Option

A. Description of Services

The ISDN PRI Option (D channel) may be added to any voice circuit meeting that product's minimum requirements. The D channel is a 64kilobit (Kbps) channel that carries signaling and control for the B channels (all other channels on that circuit). The D channel allows features that require data information such as Caller ID to be used on a T-1.

ISDN PRI allows for services such as Direct Inward Dialing (DID), Direct Outward Dialing (DOD), and combination DID/DOD.

ISDN PRI Types Available:

- Custom PRI with FAS (Facility Associated Signaling) - This is 1 D channel for signaling and up to 23B channels for voice. Supports older PBX configurations.
- National PRI (NI2) with FAS - This is 1 D channel for signaling and up to 23B channels for voice. National Standard version 2.
- National PRI (NI2) with NFAS (Non Facility Associated Signaling) - This is 1D channel for signaling with up to 479B channels. National Standard version 2.
- National PRI (NI2) with NFAS and DCBU (Digital Channel Back Up) - This is 2 or more D channels for up to 478 B channels. D-channels are active and standby on separate T-1's. National Standard version 2.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 4 - MARKET SPECIFIC PRICING PLANS (CONT'D.)

4.4 ULTRA T-1 PRODUCT SET (Cont'd)

4.4.4 ISDN PRI Option (Cont'd)

A. Description of Services (Cont'd)

Limitations

- PRI circuit – switched data calls are not part of the product.
- Customer premises equipment may need to be upgraded to support ISDN PRI.
- The following products cannot be assigned to a PRI:
 - Abbreviated Dialing
 - Calling Features such as: Call Waiting, Three-Way Calling, Call Trace, Call Blocking (700-900), Busy Line Verification, Call Forwarding, Continuous Redial, Class Blocking, Toll & DA Restrictions, Direct Connect, Call Transfer, Call Return, Message Waiting, and Speed Calling.

B. Application of Rates

Customers electing to have their Ultra T-1 facility provisioned with ISDN PRI service (as described above) will be charged for the minimum channels applicable for that product, as well as a PRI Option charge per circuit.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES

5.1 CUSTOM CALLING SERVICE

5.1.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all classes of service. Transmission levels may not be sufficient in all cases.

5.1.2 Description of Features

A. Three Way Conference, Consultation, Transfer

The Three Way Calling feature allows a customer to add a third party to an existing two-way call and form a three-way call. The call must have been originated from outside the station group and terminate to a station within the station group. The Call Hold feature allows a customer to put any in-progress call on hold by flashing the switchhook and dialing a code. This frees the line to allow the customer to make an outgoing call to another number. Only one call per line can be on hold at a time. The third party cannot be added to the original call.

B. Call Forwarding

Call Forwarding, when activated, redirects attempted terminating calls to another customer-specific line. The customer may have to activate and deactivate the forwarding function and specify the desired terminating telephone number during each activation procedure. Call originating ability is not affected by Call Forwarding.

The calling party is billed for the call to the called number. If the forwarded leg of the call is chargeable, the customer with the Call Forwarding is billed for the forwarded leg of the call.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

B. Call Forwarding (Cont'd)

Call Forwarding - Busy automatically reroutes an incoming call to a customer predesignated number when the called number is busy.

Call Forwarding - Don't Answer automatically reroutes an incoming call to a customer predesignated number when the called number does not answer within the number of rings programmed by the Company.

Call Forwarding - Variable allows the customer to choose to reroute incoming calls to another specified telephone number. The customer must activate and deactivate this feature.

C. Call Waiting/Cancel Call Waiting

Call Waiting provides a tone signal to indicate to a customer already engaged in a telephone call that a second caller is attempting to dial in. It will also permit the customer to place the first call on hold, answer the second call and then alternate between both callers. Cancel Call Waiting (CCW) allows a Call Waiting (CW) customer to disable CW for the duration of an outgoing telephone call. CCW is activated (i.e., CW is disabled) by dialing a special code prior to placing a call, and is automatically deactivated when the customer disconnects from the call.

D. Multiline Hunting

This feature is a line hunting arrangement that provides sequential or circular searches of available numbers within a multiline group.

Hunt group charges apply to sequential and circular.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.2 Description of Features (Cont'd)

E. Speed Calling

This feature allows a user to dial selected numbers using one or two digits. Up to eight numbers (single digit, or thirty numbers with two digits) can be selected.

F. Blocking Service

Blocking Service or a telephonic block can only be removed pursuant to a written request by the customer of record, or the customer of record providing the correct password over the telephone, or by a request made in person by such customer. The customer of record can provide a personal password to use to remove blocking service at the time blocking service is established.

G. Call Waiting with Caller ID

Enhances the Caller ID and Call Waiting features. Provides the Customer with the name and/or number of another incoming call while the Customer already has one call in progress. The name and/or number is displayed on the incoming call after the first sending call waiting tone. Customer's handset must support Call Waiting with Caller ID.

H. Distinctive Ring

Allows the Customer to have multiple Dialed Numbers ("DN") on a single line. Each DN has a unique ringing patten and does not require additional line terminations. Only 2 DNs may be assigned to a line and only 2 ring types (patterns) are available. DNs must be from the same rate center.

I. Group Call Pick-up

Enables the Customer to answer a call that has terminated to another user's station in the defined Call Pick-up Group ("CPU Group"). A call pick-up is accomplished by dialing a pick-up access code while the called station is ringing. If more than one station in the group is ringing, the station that has been ringing the longest will be intercepted first.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.1 CUSTOM CALLING SERVICE (Cont'd)

5.1.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more custom calling features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this price guide.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new custom calling feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.3, Service and Promotional Trials, below.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.2 CLASS SERVICES

5.2.1 General

The features in this section are made available on an individual basis or as part of multiple feature packages. All features are provided subject to availability; features may not be available with all CLASS services. Transmission levels may not be sufficient in all cases.

5.2.2 Description of Features

A. Caller ID/Block Caller ID

The Caller ID feature allows a customer to see a caller's name and number previewed on a display screen before the call is answered allowing a customer to prioritize and or screen incoming calls. Caller ID records the name, number, date and time of each incoming call -- including calls that aren't answered by the customer. Caller ID service requires the use of specialized CPE not provided by the company. It is the responsibility of the customer to provide the necessary CPE.

B. Continuous Redial

The Continuous Redial feature allows a customer to automatically callback the last number dialed. This is accomplished by the customer activating a code. The network periodically tests the busy/free status of the called line for up to 30 minutes until both lines are found free and then completes the call for the customer.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.2 CLASS SERVICES (Cont'd)

5.2.2 Description of Features (Cont'd)

B. Continuous Redial (Cont'd)

The Continuous Redial feature also allows customers, having reached a busy number, to dial a code before hanging up. Continuous Redial feature then continues to try the busy number for up to 30 minutes until it becomes free. Once the busy line is free the call is automatically called back and the customer is notified of the connected call via a distinctive ring.

Continuous Redial will not work for the following types of calls:

- Calls to 800 Service numbers
- Calls to 900 Service numbers
- Calls preceded by an interexchange carrier access code
- International Direct Distance Dialed calls
- Calls to Directory Assistance
- Calls to 911

C. Call Return

The Call Return stores the number of the most recent incoming call (including unanswered incoming calls) to a customer's number. This allows a customer to dial back any missed or unanswered telephone calls.

D. Call Trace

Call Trace allows customers to key in a code that alerts the network to trace the last call received. The traced telephone number is automatically sent to the company for storage for a limited amount of time and is retrievable by legally constituted authorities upon proper request by them. By contacting the company the customer can use this application to combat nuisance calls.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.2 CLASS SERVICES (Cont'd)

5.2.3 Rates and Charges

A. Monthly Rates

Rates for this service are located in Section 12.7, Residential Network Switched Service, and Section 12.8, Business Network Switched Service.

B. Connection Charges (Nonrecurring Charges)

Connection charges may apply when a customer requests connection to one or more features. Orders requested for the same customer account made at the same time for the same premises will be considered one request. These charges may not apply if the features are ordered at the same time as other work for the same customer account at the same premises.

See Rate Schedule in Section 12 of this price guide.

C. Trial Period

The Company may elect to offer a free or reduced rate trial of any new CLASS feature(s) to prospective customers within 90 days of the establishment of the new feature. See 5.3, Service and Promotional Trials, below.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.3 SERVICE AND PROMOTIONAL TRIALS

5.3.1 General

The Company may establish temporary promotional programs wherein it may waive or reduce nonrecurring or recurring charges, to introduce a present or potential customer to a service not previously subscribed to by the customer. All promotional programs shall be subject to M.D.T.E. approval.

5.3.2 Regulations

- A. Appropriate notification of the Trial will be made to all eligible customers and to the Commission. Appropriate notification may include direct mail, bill inserts, broadcast or print media, direct contact or other comparable means of notification.
- B. During a Service Trial, the service(s) is provided automatically to all eligible customers, except those customers who choose not to participate. Customers will be offered the opportunity to decline the trial service both in advance and during the trial. A customer can request that the designated service be removed at any time during the trial and not be billed a recurring charge for the period that the feature was in place. At the end of the trial, customers that do not contact the Company to indicate they wish to retain the service will be disconnected from the service at no charge.
- C. During a Promotional Trial, the service is provided to all eligible customers who ask to participate. Customers will be notified in advance of the opportunity to receive the service in the trial for free. A customer can request that the service be removed at any time during the trial and not be billed a recurring charge for the period that the service was in place. At the end of the trial, customers that do not contact the Company will be disconnected from the service.
- D. Customers can subscribe to any service listed as part of a Promotional Trial and not be billed the normal Connection Charge. The offering of this trial period option is limited in that a service may be tried only once per customer, per premises.
- E. The Company retains the right to limit the size and scope of a Promotional Trial.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.4 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

5.4.1 General

Upon request of a calling party, the Company will verify a busy condition on a called line. An operator will determine if the line is clear or in use and report to the calling party. In addition, the operator will intercept an existing call on the called line if the calling party indicates an emergency and requests interruption.

5.4.2 Rate Application

A. A Busy Line Verification Charge will apply when:

1. The operator verifies that the line is busy with a call in progress,

or

2. The operator verifies that the line is available for incoming calls.

B. Both a Busy Line Verification Charge and a Verification and Interruption Charge will apply when the operator verifies that a called number is busy with a call in progress and the customer requests interruption. The operator will interrupt the call advising the called party of the name of the calling party and the called party will determine whether to accept the interrupt call. Charges will apply whether or not the called party accepts the interruption.

See Rate Schedule in Section 12 of this price guide.

C. No charge will apply when the calling party advises that the call is from an official public emergency agency.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.5 DIRECTORY ASSISTANCE SERVICE

5.5.1 General

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

5.5.2 Regulations

A Directory Assistance Charge applies for each telephone number, area code, and/or general information requested from the Directory Assistance operator except as follows:

- A. Calls from pay telephones.
- B. Requests for telephone numbers of non-published service.
- C. All residence main telephone lines.
- D. Requests from elderly individuals and individuals with certified visual or physical handicaps in which the handicap prevents the use of a local directory. Individuals must be certified in accordance with the terms outlined under "Handicapped Person" in Section 8 of this price guide.
- E. Exchange lines of the Commonwealth of Massachusetts and its political subdivisions.

5.5.3 Rates

Unless one of the exceptions listed above applies, the charges as shown below apply for each request made to the Directory Assistance operator:

See Rate Schedule in Section 12 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.6 LOCAL OPERATOR SERVICE

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

See Rate Schedule in Section 12 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.7 BLOCKING SERVICE

5.7.1 General

Blocking service is a feature that permits customers to restrict access from their telephone line to various discretionary services. The following blocking options are available to residential and business customers:

- A. 500, 700, 900 Blocking - allows the subscriber to block all calls beginning with the 500, 700 or 900 prefixes (i.e. 900-XXX-January 8, 2018) from being placed. This feature can be used specifically for either 500, 700 or 900 numbers or any combination thereof.
- B. Third Number Billed and Collect Call Restriction - provides the subscriber with a method of denying all third number billed and collect calls to a specific telephone number provided the transmitting operator checks their validation data base.
- C. Toll Restriction (1+ and 0+ Blocking) - provides the subscriber with local dialing capabilities but blocks any customer-dialed call that has a long distance charge associated with it. Toll Restriction will not block the following types of calls: 911 (Emergency), 1 + 800 (Toll Free), and operator assisted toll calls, and 411 calls.
- D. Toll Restriction Plus Directory Assistance- provides subscribers with Toll Restriction, as described in 5.8.1.C. of this Section, and blocking of 411 calls.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.7 BLOCKING SERVICE (Cont'd)

5.7.2 Regulations

- A. The Company will not be liable for any charge incurred when any long distance carrier or alternative operator service provider accepts third number billed or collect calls.
- B. Blocking Service is available where equipment and facilities permit.

5.7.3 Rates and Charges

See Rate Schedule in Section 12 of this price guide.

Connection charges apply as specified in Section 3 of this price guide.

5.7.4 Chatline-Type Services

- A. The Company will designate specific NXX codes as blockable content-type services codes for use by customers of the Company's services for the provision of chatline-type or content-type services. Access to such codes will be limited to customers within the applicable LATA.
- B. Any customer intending to use the Company's services to provide any chatline-type or content-type service, or to allow the Company's service to be used by a provider of such a service, shall first so notify the Company in writing, and shall request one or more blockable telephone numbers from the Company for such service. No customer shall use any Company service to provide a chatline-type or content-type service, or to allow a Company service to be so used by any third party, unless such chatline-type or content-type service is on a blockable code.
- C. The Company will immediately terminate service to customers or other entities that violate its price guide terms and conditions relating to the blocking of chatline-type or content-type services.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.8 VANITY NUMBER SERVICE

5.8.1 General

- A. Vanity Number Service allows a customer to order a specified telephone number rather than the next available number.
- B. Vanity Number Service is furnished subject to the availability of facilities and requested telephone numbers.
- C. The Company will not be responsible for the manner in which Vanity Numbers are used for marketing purposes by the customer.
- D. When a new customer assumes an existing service which includes Vanity Number Service, the new customer may keep the Vanity Number, at the price guide rate, with the written consent of the Company and the former customer.
- E. The Company reserves and retains the right:
 - 1. To reject any request for specialized telephone numbers and to refuse requests for specialized telephone numbers;
 - 2. Of custody and administration of all telephone numbers, and to prohibit the assignment of the use of a telephone number by or from any customer to another, except as otherwise provided in this price guide;
 - 3. To assign or withdraw and reassign telephone numbers in any exchange area as it deems necessary or appropriate in the conduct of its business.
 - 4. The limitation of liability provisions of this price guide in Section 2.1 are applicable to Vanity Number Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.8 VANITY NUMBER SERVICE (Cont'd)

5.8.2 Conditions

- A. Charges for Vanity Number Service apply when a customer:
 - 1. Requests a telephone number other than the next available number from the assignment control list, and such requested number is placed into service within six months of the date of the request.
 - 2. Requests a number change from the customer's present number to a Vanity Number.
- B. The Company shall not be liable to any customer for direct, indirect or consequential damages caused by a failure of service, change of number, or assignment of a requested number to another customer whether prior to or after the establishment of service. In no case shall the Company be liable to any person, firm or corporation for an amount greater than such person, firm or corporation has actually paid to the Company for Vanity Number Service.

See Rate Schedule in Section 12 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.9 CUSTOMER REQUESTED SERVICE SUSPENSIONS

5.9.1 At the request of the customer the Company will suspend incoming and outgoing service on the customer's access line for a period of time not to exceed one year. The equipment is left in place and directory listings are continued during the suspension period without change. At the customer's request the Company will provide the customer with an intercept recording referring callers to another number.

5.9.2 The company will assess a lower monthly rate for Customer Requested Service Suspension as noted below. However, any mileage charges, monthly cable charges or monthly construction charges are still due, without reduction during the period of suspension.

Period of Suspension	Charge
- First Month or Partial Month	Regular Monthly Rate (no reduction)
- Each Additional Month (up to the one-year limit)	½ Regular Monthly Rate

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.10 OPTIONAL DIALING PLANS

5.10.1 LMS Free Calling

A. Basic Description

LMS Free Calling enables customers to place calls between selected customer telephone numbers without incurring usage sensitive charges. The following conditions will apply to LMS Free Calling:

1. The feature is offered on a per line basis for any selected customer telephone numbers.
2. The customer will indicate which telephone numbers are to be given the LMS Free Calling feature. No usage sensitive charges will apply to calls placed between customer telephone numbers provided with this feature.
3. LMS Free Calling applies only to calls placed between selected customer stations situated within the same LATA.
4. This feature is offered subject to the availability of suitable facilities. LMS Free Calling may, in certain situations, be unavailable due to the limitations of the customer's equipment or due to compatibility problems that exist between the customer's equipment and the facilities of the Company.
5. Certain custom calling features may not be available to customers subscribing to LMS Free Calling.

B. LMS Free Calling is offered under the following options:

1. Standard LMS Free – Under this option, there are no changes in dialing procedures. Customers will use the same dialing procedures for calls placed to LMS Free stations that they would use for calls placed to non-LMS Free stations.
2. 4-Digit LMS Free – This option enables customers to place calls between LMS Free customer stations by dialing the last four digits of the receiving station's telephone number. To reach a non-LMS Free station, customers must dial "9" plus the dialing sequence they would normally dial (i.e., 7 digits for local, 1+10 for interLATA toll) were they not subscribing to LMS Free Calling.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.10 OPTIONAL DIALING PLANS (Cont'd.)

5.10.1 LMS Free Calling (Cont'd.)

C. Requirements

LMS Free calling will be restricted to stations that, for a term of no less than twelve months, the customer is either currently committed to or will agree to commit to the following conditions:

1. Using the Company as its local service provider.
2. Using either the Company or the Company's affiliate long distance provider for IntraLATA toll service.

D. Rates and Charges

The company does not require a monthly recurring charge for this feature.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS

5.11.1 Bandwidth Bonanza, Measured Rate Basic Line Service

A. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's Measured Rate Basic Line Service.
2. This promotional offering will be available in all areas served by the Company within the Commonwealth of Massachusetts where existing facilities permit.

B. Duration of Promotion

This promotion will begin on the effective date of this price guide sheet and will end on March 31, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

C. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) for Measured Rate Basic Line Service referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's access lines that are using the Company's service pursuant to the conditions of this promotion.
2. The choice of any two Custom Calling or CLASS features (see Sections 5.1 and 5.2) per access line without having to pay the applicable nonrecurring or monthly recurring charges.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.1 Bandwidth Bonanza, Measured Rate Basic Line Service (Cont'd.)

C. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish Basic Line Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

D. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.080
24 Months	\$ 0.075
36 Months	\$ 0.070

Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS

5.11.2 Bandwidth Bonanza, Ds1 Trunk Service

A. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS1 Trunk Service.
2. This promotional offering will be available in all areas served by the Company within the Commonwealth of Massachusetts where existing facilities permit.

B. Duration of Promotion

This promotion will begin on the effective date of this price guide sheet and will end on March 31, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

C. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS1 trunks provided by the Company pursuant to the conditions of this promotion.
2. The standard three year monthly rate for DS1 Trunk Service (set forth in 12.8.2 A) for customers who commit to a minimum service term of one year (12 months).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.2 Bandwidth Bonanza, Ds1 Trunk Service (Cont'd.)

C. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish DS1 Trunk Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

D. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

The rates offered pursuant to this promotion may be extended through a two or three year service commitment. Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS

5.11.3 Choice Voice, Measured Rate Basic Line Service

A. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's Measured Rate Basic Line Service.
2. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange price guide (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

B. Duration of Promotion

This promotion will begin on the effective date of this price guide sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

C. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) for Measured Rate Basic Line Service referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's access lines that are using the Company's service pursuant to the conditions of this promotion.
2. The choice of any two Custom Calling or CLASS features (see Sections 5.1 and 5.2) per access line without having to pay the applicable nonrecurring or monthly recurring charges.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.3 Choice Voice, Measured Rate Basic Line Service (Cont'd.)

C. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish Basic Line Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

D. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS

5.11.4 Choice Voice, Ds1 Trunk Service

A. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS1 Trunk Service.
2. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange price guide (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

B. Duration of Promotion

This promotion will begin on the effective date of this price guide sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

C. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS1 trunks provided by the Company pursuant to the conditions of this promotion.
2. The standard three year monthly rate for DS1 Trunk Service (set forth in 12.8.2 (A)) for customers who commit to a minimum service term of one year (12 months).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.4 Choice Voice, Ds1 Trunk Service (Cont'd.)

C. Description of Offering (Cont'd.)

To qualify for this promotion, prospective customers must agree to the following conditions:

1. Establish DS1 Trunk Service with the Company for a term of 12, 24 or 36 months.
2. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

D. Rates

The following per minute toll rates will be offered to customers who elect to participate in this promotion and will be in effect for the duration of the term selected by the customer.

Term	Per Minute Rate
12 Months	\$ 0.060
24 Months	\$ 0.055
36 Months	\$ 0.050

The rates offered pursuant to this promotion may be extended through a two or three year service commitment. Termination charges will apply in situations where the customer cancels service with the Company prior to the expiration of the agreed upon term of service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS

5.115 Choice Voice, Ds0 Service

A. Availability

1. This promotion will be offered to prospective customers who choose to subscribe to the Company's DS0 (per 10 Channel minimum) Service.
2. This promotional offering will be available, where facilities permit, to customers situated in the local calling areas of the Worcester market. These areas are defined in the Bell Atlantic/New England Telephone General Exchange price guide (D.P.U. – Mass. – No. 10) on file with the M.D.T.E.

B. Duration of Promotion

This promotion will begin on the effective date of this price guide sheet and will end on May 1, 2000.

All rates and conditions associated with this promotional offering (see III and IV below) will be in effect for the term of service agreed upon by the customer and the Company.

C. Description of Offering

This promotion offers the following features to prospective customers:

1. Reductions in the per minute toll rates (intraLATA and interLATA calling) referred to in Section 12.5. The discounted toll rates will apply to toll calls originating on each of the customer's DS0 lines provided by the Company pursuant to the conditions of this promotion.
2. A reduced monthly rate for DS0 Service for customers who commit to a minimum service term of one year (12 months).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.6 Summer Promotion

A. Availability

This promotion is available to customers served by Choice One Communications of Massachusetts Inc. ("Choice One") in its Springfield market. Customers must commit at least 10 access lines for a specific service location to a term of service with Choice One (see below). There are two bundled package options available to customers under this promotion:

1. Two Product Package - For customers who agree to:
 - a. Presubscribe to Choice One's local exchange service.
 - b. Presubscribe to Choice One Communications Inc., the Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.
2. Three Product Package - For customers who agree to:
 - a. Conditions A.1 and A.2 above.
 - b. Subscribe to Choice One's data service product.

B. Price Discounts

Customers who subscribe to this promotion will receive the following discounted rates for toll service:

Per Minute Rate For Toll Service		
Term	Two Product Bundle	Three Product Bundle
12 Months	\$0.065	\$0.059
24 Months	\$0.062	\$0.056
36 Months	\$0.059	\$0.053
48 Months	\$0.056	\$0.050
60 Months	\$0.053	\$0.047

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.7 Power Pack Custom Calling Package

A. Description

Customers who subscribe to this package will be billed at the rates specified below for the use of three of the following custom calling features:

- | | |
|-----------------------|---------------------|
| - Call Waiting | - Caller ID |
| - Call Transfer | - Call Forwarding |
| - Call Return | - Continuous Redial |
| - Abbreviated Dial | - Speed Dial |
| - Expanded Speed Dial | - Three Way Calling |

Power Pack rates will be in effect for the duration of any term agreement entered into between the customer and the Company for the use of the Company's switched or dedicated service.

B. Terms and Conditions

1. Power Pack is offered to the customer on a per line basis for any lines presubscribed to the Company's switched or dedicated telephone service. The customer may subscribe any given number of their telephone lines to Power Pack.
2. Power Pack rates will only apply to custom calling features that have been added to the customer's line as part of the Power Pack offering. Power Pack rates will not apply to features existing on a customer's line prior to the customer's subscription to Power Pack, nor will such features be included in the three-feature minimum (see 3, 4, and 5 below).
3. To qualify for the Power Pack rates, the customer must add a minimum of three active custom calling features on a per line basis.
4. If the customer is subscribed to Power Pack on a line that has more than three active custom calling features, the three highest priced features will be billed at the rate specified below. All other features on that line will be charged at their respective undiscounted rates as stated in the Company's local services price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.7 Power Pack Custom Calling Package (Cont'd.)

B. Terms and Conditions (Cont'd.)

If the number of Power Pack features on a given line falls below the three-feature minimum, Power Pack rates will no longer apply. Customer will pay the undiscounted rate for each remaining feature active on that line.

C. Duration

This promotion will be in effect from the effective date of this sheet until August 31, 2001.

D. Rates

	Monthly Recurring Rate
Per Line:	5.00

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.8 Loyalty Bonus Promotion

A. Description

As an added incentive for business customers to renew their service agreements for telecommunications services, the Company shall establish a promotional period through August 19, 2005. During this period, customers who renew service agreements will receive a promotional credit on monthly recurring line charges. To qualify for this promotion, customers must renew a service agreement at the same rates for an equal or greater term than the current service agreement.

This promotional credit is available on Xchange access lines, DSL, and T1 monthly recurring line charges only. The promotional credit is not applicable to monthly recurring charges for features, call packs, toll free, DID numbers, or surcharges. The credit will be applied for the number of lines in service at the time the credit is issued. Customers who terminate their service agreement prior to the term of the commitment will be assessed the entire value of any credits received under this promotion.

B. Per-Call or Per-Minute Calling Plans Credits

Customers renewing for a 12-month service agreement will receive credit for one month's recurring line charge on the 13th month anniversary of the new service agreement.

Customers renewing for a 36-month service agreement will receive credit for four months' recurring line charges; credits will be applied on the 13th, 25th, 30th and 37th month anniversary of the new service agreement.

Customers renewing for a 60-month service agreement will receive credit for six months' recurring line charges; credits will be applied on the 13th, 25th, 30th, 37th, 49th and 61st month anniversary of the new service agreement.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.11 PROMOTIONAL OFFERINGS (Cont'd.)

5.11.8 Loyalty Bonus Promotion (Cont'd.)

C. Flat-Rate Calling Plans Credits

Customers renewing for a 12-month service agreement will receive credit for half of one month's recurring line charge on the 13th month anniversary of the new service agreement.

Customers renewing for a 36-month service agreement will receive credit for half of four months' recurring line charges; credits will be applied on the 13th, 25th, 30th and 37th month anniversary of the new service agreement.

Customers renewing for a 60-month service agreement will receive credit for half of six months' recurring line charges; credits will be applied on the 13th, 25th, 30th, 37th, 49th and 61st month anniversary of the new service agreement.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.12 FAST FORWARDING

5.12.1 Description

Fast Forwarding is a local exchange service that utilizes a telephone number and Central Office facilities by which all incoming calls to the Fast Forwarding telephone number are forwarded automatically to another telephone number (“destination number”) in the same exchange as the Fast Forwarding Number (FFN) or in a different exchange.

5.12.2 Conditions

The following conditions apply to Fast Forwarding:

- A. The FFN must be a Company telephone number. The destination number can be a telephone number assigned either to an end user customer of the Company or an end user customer of any other local exchange carrier located in the Company’s local service area.
- B. This service can be provided by the Company on Fast Forwarding calls originating and terminating within each of the local service areas as set forth in Section 11 of this price guide. Fast Forwarding can also be provided in combination with the Company’s long distance affiliate for calls outside the Company’s local service areas. Such service is set forth in the applicable interexchange service price guides of Choice One Communications Inc.
- C. The Fast Forwarding number must be presubscribed to a primary interexchange carrier.
- D. Certain services, such as CLASS or Custom Calling features, may not be used in combination with the Fast Forwarding number.
- E. Multiple FFNs can be forwarded to the same destination number.
- F. Destination number must be limited to 32 digits.
- G. Destination number cannot be to any of the following types of numbers: 911, 611, x11, directory assistance or a feature code.
- H. If the customer has Intra Company Free Dialing, with abbreviated dialing, the destination number must be abbreviated for the call to be free.
- I. If the customer has Caller ID on the destination number, the number of the calling party will appear on the Caller ID display, not the FFN.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.12 FAST FORWARDING (Cont'd.)

5.12.2 Conditions (Cont'd.)

- J. Fast Forwarding is offered subject to the availability of necessary equipment and facilities.
- K. Fast Forwarding is not offered where the terminating number is a coin telephone.
- L. Fast Forwarding is not suitable for the satisfactory transmission of data.
- M. Degradation of service quality may result from the use of Fast Forwarding in conjunction with any type of call forwarding service used at the terminating station of a forwarded call.
- N. Fast Forwarding is provided on condition that the Fast Forwarding customer subscribes to sufficient Fast Forwarding paths and terminating facilities to adequately handle calls to the Fast Forwarding customer without interfering with or impairing any other services offered by the Company.
- O. The appropriate charges for the call to the FFN shall be paid by the calling party.
- P. The customer subscribing to a Fast Forwarding shall pay for all usage sensitive charges associated with the call volume originating from the FFN and terminating to the destination number.
- Q. Each FFN is entitled to one directory listing at no additional charge. The listing shall be placed in the directory that serves the exchange in which the calling forwarding central office is located.
- R. If the customer's Fast Forwarding service is used contrary to any of the conditions specified above, such service shall be subject to termination.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.12 FAST FORWARDING

5.12.3 Rates And Charges

A. Monthly Recurring and Nonrecurring Charges

Recurring and nonrecurring charges for Fast Forwarding Service will apply as follows:

Fast Forwarding, Per FFN	Rates & Charges
Monthly Recurring Charges:	Month-to-Month rates for Business Measured Rate Service as set forth in Section 12.8.1
Nonrecurring Charges:	Month-to-Month rates for Business Measured Rate Service as set forth in Section 12.8.1

The maximum number of calls that can be simultaneously routed between an FFN and a specific destination number (“DN”) is determined by the number of available call “paths” provided to the customer for calls carried between those numbers. Each call requires an available call path for Fast Forwarding to take place.

Call paths are provisioned in increments or “blocks” of five (five paths per block). The standard Fast Forwarding service is provided to the customer with one block of call paths so that a maximum of five calls can be transferred simultaneously on a given FFN-DN route. There are no recurring or nonrecurring charges (in addition to the charges specified above) associated with the use of the first block of call paths.

At the customer’s request, the service can be expanded to handle a maximum of 95 call paths (19 blocks). Charges for additional call “paths”, however, will apply as follows:

1. Intra-Switch Path (Fast Forwarding and Destination numbers are in the same switch)

No additional charges will apply to a given FFN, regardless of the number of paths (the maximum is 95) required by the customer.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.12 FAST FORWARDING (Cont'd.)

5.12.3 Rates And Charges (Cont'd.)

A. Monthly Recurring and Nonrecurring Charges (Cont'd.)

2. Inter-Switch Path (Fast Forwarding and Destination numbers are in different switches)

If a customer requires additional paths (in excess of the first five), a charge of \$18.37 per additional block will apply.

B. Usage Charges

See Section 12.5 of the price guide for the applicable usage sensitive charges.

5.13 RESERVED FOR FUTURE USE

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.14 BUNDLED SERVICES PLANS

5.14.1 Choicexchange Basic Line Service

A. Two Product Bundling

This plan is available to customers who agree to the conditions set forth in either Option 1 or 2 below:

Option 1

Subscribe for a term of 12, 24, 36, 48 or 60 months to:

- (i) The Company's Measured Rate or Flat Rate Basic Line Service
- (ii) The Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.

Option 2

Subscribe for a term of 12, 24, 36, 48 or 60 months to:

- (i) The Company's Measured Rate or Flat Rate Basic Line Service
- (ii) The Company's affiliate Internet service provider.

B. Three Product Bundling

This plan is available to customers who agree to subscribe, for a term of 12, 24, 36, 48 or 60 months, to the following:

- 1. The Company's Measured Rate or Flat Rate Basic Line Service
- 2. The Company's affiliate long distance provider, as the customer's primary provider of intraLATA and/or interLATA toll service.
- 3. The Company's affiliate Internet service provider.

C. Rates and Charges

The monthly recurring charges and usage sensitive rates are set forth in Sections 12.10.1.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.14 BUNDLED SERVICES PLANS (Cont'd.)

5.14.2 Choicepath T1 Trunk Service

A. Rates and Charges

The monthly recurring charges and usage sensitive rates are set forth in Section 12.10.2 of this price guide.

5.14 BUNDLED SERVICES PLANS (Cont'd.)

5.14.3 Terms And Conditions

A. Availability

BSPs are available to customers situated in the services areas identified in Section 11.

B. Migration

1. A customer subscribing to the Company's switched or dedicated services under an existing service agreement may migrate their service to a BSP.
2. The customer's term commitment obligations under the BSP shall begin on the date the customer authorizes the Company to migrate the customer to the BSP. At that time, the migrating customer's term commitment obligations under the previous service agreement will be terminated
3. No termination or "migration" charges will apply to a customer who migrates their service over to a BSP. The rates and charges as set forth in this price guide, however, shall apply, where required, to other changes made to the customer's service with the Company.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.14 CHOICEINVOICE

5.14.1 Basic Description

ChoiceInvoice gives the customer the option to receive an electronic invoice and the ability to pay online by a credit or debit card via Internet access.

5.14.2 Restrictions

- A. The customer is responsible for obtaining and maintaining computer hardware and software at their premises that is required for the use of ChoiceInvoice service. It is the responsibility of the Customer to ensure that such hardware and software will be properly configured to support ChoiceInvoice service.
- B. The customer is also responsible for obtaining Internet-based access that will be used in conjunction with this service.
- C. The Company shall not be held accountable for any failures on the part of the Customer related to either Condition A or B.

5.14.3 Rates and Charges

Customer who select the ChoiceInvoice service will receive both electronic bills sent via the Internet and paper bills sent to their designated address via U.S. Mail service for the first three billing cycles at no additional charge. At the end of the three billing cycles, the customer will no longer receive paper bills and will only receive electronic bills. The customer will have 30 days after the switch to the "electronic only" option to change bill delivery to either the "electronic and paper" or "paper only" option without being billed a nonrecurring charge. A nonrecurring charge will be applied to any such changes that are made beyond the initial 30 day period. If a customer chooses the "electronic and paper" option, a monthly recurring charge will be applied to their account.

Rates and charges for ChoiceInvoice are set forth in Sections 12.11.

Customers that receive the electronic version of the bill will be able to pay using the traditional mail method by printing a remittance slip that will be included with their payment.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

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- B. The customer is also responsible for obtaining Internet-based access that will be used in conjunction with this service.
- C. The Company shall not be held accountable for any failures on the part of the Customer related to either Condition A or B.

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.15 OFFICE TO OFFICE CALLING

5.15.1 Description of Services

The Office to Office Calling Plan is a per line feature that enables customers to place calls between locations served under the same account without incurring usage sensitive charges. The following conditions will apply to Office to Office Calling:

- A. This feature is available to multiple service locations billed under one account number.
- B. The feature is offered on a per line basis for telephone numbers that are billed under the same account.
- C. Office to Office Calling is available on ChoiceXchange lines and ChoicePath lines and trunks.
- D. The maximum per line toll usage for Office to Office Calling is 200 minutes. Toll usage exceeding this threshold will be billed at the applicable usage rates. The usage cap will be aggregated for all lines with Office to Office Calling at a single location. Toll usage includes local toll and interexchange usage combined.
- E. For ChoiceXchange lines, the Company does not require that all lines within a service location subscribe to the Office to Office Calling feature, but only those lines that carry the Office to Office Calling feature will be eligible for the Office to Office Calling benefits. For ChoicePath lines and trunks, if the customer subscribes to the Office to Office Calling feature, the Company does require that all lines within a service location subscribe to that feature.
- F. Office to Office Calling applies to both local and toll calling for customer lines that are presubscribed to the Company toll service. If the customer's lines are presubscribed to another toll service provider, Office to Office Calling will only apply to local calling.
- G. Usage charges will apply to toll calls that are made via casual ("10XXX") dialing.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 5 - SUPPLEMENTAL SERVICES (CONT'D.)

5.15 OFFICE TO OFFICE CALLING (Cont'd.)

5.15.1 Description of Services (Cont'd.)

- H. Office to Office Calling applies only to station to station voice calling.
- I. Certain custom calling features may not be available to customers subscribing to Office to Office Calling.
- J. Office to Office Calling may be unavailable in situations where the lack of suitable Company facilities make the provisioning of such service technically infeasible. Office to Office Calling may, in certain situations, also be unavailable due to the limitations of the customer's equipment or compatibility problems that exist between the customer's equipment and the facilities of the Company. Office to Office Calling is only available on facility-based lines, not on UNE-P.
- K. Usage placed from a line carrying the Office to Office feature to another eligible intracompany terminating line will not be included in any bundled rate plans identified in Section 4.

Note: The Office to Office Calling feature will also be available for interexchange, interLATA toll calls placed between locations billed under the same account. See the applicable Company price guide.

5.15.2 Rates and Charges

- A. A monthly recurring charge will apply on a per line basis as set forth in Section 12.6.8.
- B. Non-recurring charges as set forth in Sections 12.8.4.A and 12.11.3.A may apply to changes in existing Office to Office Calling features.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES

6.1 Integrated Services Digital Network Primary Rate Interface

6.1.1 Basic Description

Integrated Services Digital Network Primary Rate Interface (PRI) is an optional service that will allow customer-provided PBX equipment to interface with the Company's switching equipment over T1 trunks for voice transmission. Basic Business Network Switched Service as well as Direct Inward Dialing (DID) and Direct Outward Dialing (DID) will be offered on PRI trunks. Existing local usage rates or MTS rates will apply to voice transmission carried over a PRI circuit.

PRI uses one of the following Integrated Services Digital Network (ISDN) architectures:

- 23 B-Channel and one D-Channel.
- 24 B-Channels (Note: 24 B-Channel PRI trunks can only be used in conjunction with 23 B/1 D-Channel PRI trunks. One D-Channel must be available for signaling).

The B-Channel is a 64 Kilobits per second channel used for information transfer between users. The D-Channel is a 64 Kilobits per second channel that carries signaling and control for the B-Channels.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES

6.1 Integrated Services Digital Network Primary Rate Interface (Cont'd.)

6.1.2 Service Options

Refer to Section 4 for a description of available options for each market.

Two different versions of PRI service will be made available:

- Custom ISDN
- National ISDN (NI)

Both of these versions are based on software standards established by Lucent Technologies, the Company's vendor for switching equipment.

The following arrangements will be offered to PRI customers:

- A. Custom PRI with facility associated signaling (FAS) – One D-Channel for signaling and 23 B-Channels.
- B. National PRI (NI) with FAS – One D-Channel for signaling and 23 B-Channels.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES (CONT'D.)

6.1 Integrated Services Digital Network Primary Rate Interface (Cont'd.)

6.1.2 Service Options (Cont'd.)

- C. National PRI (NI) with Non-Facility Associated Signaling (NFAS) – One D-Channel for signaling with up to 479 B-Channels.
- D. National PRI (NI) with NFAS and D-Channel Backup (DCBU). Two D-Channels provided on separate T1 trunks (one of which is active and the other used for backup) supporting up to 478 B-Channels.

6.1.3 Restrictions

- A. PRI is only available from serving central offices equipped with the facilities required to support PRI service. Service capabilities are dependent on the facilities and digital technology providing the service.
- B. PRI customer premises equipment located at the customer premises must be compatible with the network interface provided by the Company and with the Company's switching facilities.
- C. ISDN-compatible terminal equipment is required for operation. It is the customer's responsibility to power and obtain such equipment.
- D. Custom Calling Features (see Section 5.1) may not be available to customers subscribing to PRI service.

6.1.4 Requirements

Customers must agree to subscribe to both PRI service and T1 PBX Trunk Service for a term of no less than one year. All T1 PBX Trunk Service rates and charges referred to in preceding sections shall apply.

6.1.5 Rates and Charges

Rates and charges for PRI service are set forth in Section 12.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES (CONT'D.)

6.2 ChoicePath T1 Trunk Service

6.2.1 Description

ChoicePath T1 Trunk Service provides a customer with connection to the company switch via a T1 digital fiber optic transmission facility operating at 1.544 Mbps and time division multiplexed into 24 voice grade telephonic communications channels. ChoicePath service can be used with both voice and data transmission for local and toll traffic. ChoicePath Trunks are provided for connection of customer-provided facilities to the Company switch. Each ChoicePath Trunk has the following characteristics:

Terminal Interface: Channel Bank or DSX-1 panel

Signaling Type: Loop, Ground, E&M I, II, III

Start Dial Indicator: Immediate Wink, Delay Dial, Dial Tone

Pulse Type: Dual Tone Multi-Frequency (DTMF)

Directionality: In-Coming or Out-Going Only, as specified by the customer

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES (CONT'D.)

6.2 ChoicePath T1 Trunk Service (Cont'd.)

6.2.2 Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Sections 12 of this price guide, service order charges apply as described in Section 3 of this price guide. Charges for each ChoicePath Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

6.2.3 Measured Usage Charges

Rates and charges are set forth in Section 12.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 6 - NETWORK DEDICATED SERVICES (CONT'D.)

6.3 POINT TO POINT T1 SERVICE

6.3.1 Description of Services

Point to Point T1 Service is a private circuit between two Customer locations for transport of data and/or voice services. This service is available when utilizing a single Company switch. Point to Point T1 Service will not give the Customer the ability to access the Internet. The Company does not provide terminating equipment for the Customer.

Point to Point T1 Service may be unavailable in situations where the lack of suitable Company facilities make the provisioning of such service technically infeasible.

6.3.2 Pricing

Rates and charges for this service are set forth in Sections 12.7.2 and 12.11.3.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES

7.1 GENERAL

7.1.1 Network Switched Service provide a customer with a connection to the Company's switching network which enables the customer to:

- A. receive calls from other stations on the public switched telephone network;
- B. access the Company's local calling service;
- C. access the Company's operators and business office for service related assistance; access toll-free telecommunications service such as 800 NPA; and access 911 service for emergency calling; and
- D. access the service of providers of interexchange service or intraLATA toll service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the customer must default to 10XXX dialing.

Network Switched Service is provided via one or more channels terminated at the customer's premises. Each Network Switched Service channel corresponds to one or more analog, voice-grade telephonic communications channels that can be used to place or receive one call at a time.

Connection charges as described in Section 3 apply to all service on a one-time basis unless waived pursuant to this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS

The following Network Switched Service Options are offered:

- Measured Rate Service
- Flat Rate Service (available in select markets only)

All Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

For a list of features offered to Network Switched Service Subscribers, see Section 5.

The following features are available with Line Service at an additional charge.

HUNT GROUP CHANGES
Sequential Hunting
Circular Hunting

HUNTING LINE CHANGES
Sequential Hunting
Circular Hunting

For a list of features offered to Network Switched Service Subscribers, see Section 5.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.1 Switched Exchange Service

A. General

Switched Exchange Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price (in select markets only), or on a measured usage basis (in all markets). Switched Exchange Service is provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: Refer to Section 4 for a description of options available for Switched Exchange Service ("Choice Xchange Product Set")

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd)

Note: The language previously contained in this section referred to descriptions, terms, and conditions for T1 services that are also listed in Section 7.2.5. The removal of such language is purely administrative in nature and will not impact the provisioning of service for either existing or future T1 customers.

7.2.3 Term Liability/Termination Charges*

*This price guide section applies to term agreements signed prior to January 12, 2006.

Several of the services offered above are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then termination charges may apply. If a customer disconnects service prior to the fulfillment of the term plan contracted, then a termination liability will be due to Company from Customer. The termination liability charge will be comprised of:

- A. The difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected.
- B. All waived non-recurring charges, promotional considerations or equipment credits specifically related to the term agreement that have been provided to the customer since the beginning of the term.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.4 Early Termination Penalty/Early Termination Fee*

*This price guide section applies to term agreements signed on or after January 12, 2006.

Several of the services offered by the Company are available at reduced prices if the Customer agrees at the time the order is placed to continued service for a specified period of time ("term"). If the Customer terminates service prior to the end of the term, in part or in whole, then an Early Termination Penalty ("ETP") may apply. If a Customer disconnects service prior to the fulfillment of the term plan contracted, then an ETP will be due to Company from Customer. The ETP will be comprised of:

- A. The difference between the monthly rate for the highest term period which could have been satisfied prior to service discontinuance and the monthly rate for the selected commitment period multiplied by the actual number of months the plan has been in effect. The monthly rates used for this calculation will be those in effect at the time the service is disconnected; and
- B. All waived non-recurring charges, promotional considerations or equipment credits specifically related to the term agreement that have been provided to the customer since the beginning of the term.

In addition to the ETP, an Early Termination Fee ("ETF") will also be due to Company from Customer. The ETF will be calculated based on the product/service ordered and the number of months completed on the term agreement.

Product / Service	Maximum ETF (per line or per circuit)
Xchange Line (POTS), per line:	\$180
T-1, per circuit:	\$1800
DSL, per circuit:	\$300

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 7 - NETWORK SWITCHED SERVICES (CONT'D.)

7.2 SERVICE DESCRIPTIONS (Cont'd)

7.2.4 Early Termination Penalty/Early Termination Fee (Cont'd)

Months Completed on Term Agreement	% of Maximum ETF Due (per line or per circuit)*
0 – 12	100%
13 – 24	50%
25+	25%

* Customers that renew term agreements for the same services will be subject to only a 25% ETF.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS

8.1 LIFELINE TELEPHONE SERVICE

8.1.1 Lifeline Discounted Service

This service provides either a 50% reduction in the port charge (as defined in Section 5 of this price guide) paid by the Customer, or a credit of \$3.50, whichever is greater. In no case will the total service charge for Lifeline Discounted Service exceed that of the dominant local exchange service provider in the same area. Current Lifeline rates are shown in Section 12 of this price guide.

8.1.2 Eligibility

These services are restricted to low income residential customers for a single exchange access line at the principle residence. To qualify for Lifeline service a customer must be certified as income eligible for benefits from any one of the Home Energy Assistance Programs (HEAP) or at least one of the following Entitlement Programs:

- Aid to Families with Dependent Children (AFDC)
- Food Stamps
- Home Energy Assistance Program (HEAP)
- Home Relief
- Medicaid
- Supplemental Security Income (SSI)

In addition, applicants are eligible for Lifeline service when approved to receive either a Veteran's Disability Pension or a Veteran's Surviving Spouse Pension. Applicants must provide proof to the Company that they are receiving one of these Pensions. Eligibility is limited to those eligible under federal guidelines.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.1 LIFELINE TELEPHONE SERVICE (Cont'd)

8.1.2 Eligibility (Cont'd)

Life Line services are effective upon receipt of a completed and signed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility. The Life Line discount is credited as of the service connection date.

An individual's eligibility may be documented by information obtained by the Company as a result of enrollment programs, including but not limited to confidential computerized matching programs, conducted by the Company in conjunction with state agencies.

The Company, in coordination with appropriate agencies, will periodically verify each Lifeline Customer's eligibility. If a Customer is identified as being ineligible, the Customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for any period in which he or she is proven to be ineligible for the service.

8.1.3 Charges

For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Link Up America plan as outlined in Section 8.2 following.

Service connection charges do not apply to change existing service from:

- A. Flat Rate Service to Basic Lifeline service;
- B. Basic Lifeline service to Flat Rate Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.2 LINK UP AMERICA

The Link Up America program is a connection assistance plan that provides for the reduction of one-half of the charges associated with connection of telephone service, up to \$30.00, subject to the following eligibility criteria:

- 8.2.1 The applicant must meet the requirements for qualification for Lifeline Telephone Service stipulated in Section 8.1.2 of this price guide;
- 8.2.2 The assistance can only apply for a single telephone line at the principal place of residence of the applicant;
- 8.2.3 The applicant must not be a dependent for federal income tax purposes, unless he or she is more than 60 years old.

In no cases will the charges for connection of service for eligible Customers exceed that of the dominant local exchange provider in the same area.

8.3 SPECIAL EQUIPMENT FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

- 8.3.1 The Company will provide, upon request, specialized telecommunications equipment for customers certified as hearing or speech impaired.
- 8.3.2 A customer can be certified as hearing or speech impaired by a licensed physician, otolaryngologist, speech-language pathologist, audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairments in cooperation with an official agency of the Commonwealth of Massachusetts.
- 8.3.3 The Company will make every reasonable effort to locate and obtain equipment for a certified customer.
- 8.3.4 The customer may purchase equipment at a price not to exceed the actual purchase price (including any applicable shipping costs) the Company pays.
- 8.3.5 The Company will also advise customers who request this equipment of the applicable terms for purchase.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER

8.4.1 General

Handicapped persons who have been certified to the Company as having a hearing or speech impairment which requires that they communicate over telephone facilities by means other than voice, and who either use non-voice equipment or make calls through an interpreter, will receive, upon application to the Company, a fifty percent (50%) discount on local measured rate service.

8.4.2 Certification

Acceptable certifications are:

- A. Those made by a licensed physician, otolaryngologist, speech-language pathologist or audiologist or an authorized representative of a social agency that conducts programs for persons with hearing or speech impairment in cooperation with an official agency of the Commonwealth of Massachusetts, or
- B. Pre-existing certifications establishing the impairment of hearing or speech such as those which qualify the handicapped person for social security benefits on the basis of total hearing impairment or for the use of facilities of an agency for a person with hearing or speech impairment.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.4 DISCOUNTED SERVICE FOR THE HEARING OR SPEECH IMPAIRED CUSTOMER
(Cont'd)

8.4.3 Qualification

Those customers qualifying for the discount are persons whose impairment is such that competent authority would certify them as being unable to use a telephone for voice communication. See Explanation of Terms, "Handicapped Person," for a listing of the necessary qualifications.

8.4.4 Billing

The reduction in charges is applied only at one location, designated by the impaired person.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.5.1 General

Universal Emergency Telephone Number Service (911 Service) is an arrangement of network facilities whereby any telephone user who dials the number 911 will reach the emergency report center for the telephone from which the number is dialed or will be routed to an operator if all lines to an emergency report center are busy. If no emergency report center customer exists for a central office entity, a telephone user who dials the number 911 will be routed to an operator. The telephone user who dials the 911 number will not be charged for the call.

8.5.2 Regulations

- A. This service is furnished to municipalities and other governmental agencies only for the purpose of voice reporting of emergencies by the public. For this service, the municipality or government agency(s) designated by the customer as responsible for the control and staffing of the emergency report center is referred to as the "Agency".
- B. When 911 service replaces an existing emergency number, intercept service shall be the responsibility of the Agency. However, if the Agency is unable to provide this service, the operator will intercept and forward requests for emergency aid for a period of at least one year
- C. 911 service is furnished for incoming calls only.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.5 UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd.)

8.5.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE

8.6.1 General

Enhanced Universal Emergency Telephone Number Service (E911 Service) is a Call Delivery Network whereby any telephone user who dials the number 911 will reach a designated Public Safety Answering Point (PSAP). E911 Service is offered in the Company's serving area subject to the availability of stored program control central office facilities, Enhanced 911 software, and ANI equipment. The telephone user who dials the 911 number will not be charged for the call.

8.6.2 Regulations

- A. In addition to the following, the regulations in 8.5.2 apply.
- B. This price guide does not provide for the inspection or constant monitoring of facilities to discover errors, defects, or malfunctions in the service, nor does the company undertake such responsibility. The Agency shall make such operational tests as in their judgment are required to determine whether the system is functioning properly for its use. The Agency shall promptly notify the Company in the event the system is not functioning properly.
- C. E911 information, consisting of the names, addresses, and telephone numbers of all telephone customers, is confidential. The Company will release such information to the Agency periodically for the update of their systems.
- D. The E911 calling party, by dialing 911, waives the privacy afforded by non-listed and non-published service to the extent that the telephone number ("ANI") and address ("ALI") associated with the originating station location are furnished to the PSAP, on a call by call basis, after an E911 call has been received.
- E. Service boundaries of the Company and political subdivision boundaries may not coincide. In the event that the Agency does not subscribe to Selective Routing, it must make arrangements to handle all 911 calls that originate from telephones served by Central offices in the local service areas (i.e., exchange) whether or not the calling telephone is situated on property within the geographical boundaries of the Agency's public safety jurisdiction.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.6 ENHANCED UNIVERSAL EMERGENCY TELEPHONE NUMBER SERVICE (Cont'd)

8.6.3 Conditions of Furnishing Service

This service is offered solely as an aid in handling assistance calls in connection with fire, police, medical, and other emergencies. The Company is not responsible, in the absence of gross negligence or willful misconduct, including default routing, for any losses, claims, demands, suits, or any liability, whether suffered, made, instituted, or asserted by the customer or by any other party or person, for any personal injury to or death of any person or persons, and for any loss, damage, or destruction of any property, whether owned by the customer or others, caused or claimed to have been caused by the installation, operation, failure to operate, maintenance, removal, presence, condition, location, or use of such facilities. By dialing 911, the customer agrees to release, indemnify, defend, and hold harmless the Company from any and all loss or claims, whatsoever, whether suffered, made, instituted, or asserted by the destruction of any property, whether owned by the customer or others. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever, including for default routing.

The Company is not responsible for any infringement or invasion of the right of privacy of any person or persons, caused, or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, occasion or use of the 911 service features and the equipment associated therewith, including, but not limited to, the identification of the telephone number, address or name associated with the telephone used by the party or parties accessing the 911 service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.7 MASSACHUSETTS RELAY SERVICE

8.7.1 General

The Company will provide access to a telephone relay center for Relay Service. The service permits telephone communications between hearing and/or speech impaired individuals who must use a Telecommunications Device for the Deaf (TDD) or a Teletypewriter (TTY) and individuals with normal hearing and speech. The Relay Service can be reached by dialing an 800 number. Specific 800 numbers have been designated for both impaired and non-impaired customers to use.

8.7.2 Regulations

- A. Only intrastate calls can be completed using the Massachusetts Relay Service.
- B. Charges for calls placed through the Relay Service will be billed as if direct distance dialed (DDD) from the point of origination to the point of termination. The actual routing of the call does not affect billing.
- C. Calls through the Relay Service may be billed to a third number only if that number is within the Commonwealth of Massachusetts. Calls may also be billed to calling cards issued by other carriers who may choose to participate in this service. (T)
- D. The following calls may not be placed through the Relay Service:
 - 1. calls to informational recordings and group bridging service;
 - 2. calls to time or weather recorded messages;
 - 3. station sent paid calls from coin telephones; and
 - 4. operator-handled conference service and other teleconference calls.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.7 MASSACHUSETTS RELAY SERVICE (Cont'd)

8.7.3 Liability

The Company contracts with an outside provider for the provision of this service. The outside provider has complete control over the provision of the service except for the facilities provided directly by the Company. In addition to other provisions of this price guide dealing with liability, in the absence of gross negligence or willful misconduct on the part of the Company, the Company shall not be liable for and the customer, by using the service, agrees to release, defend, and hold harmless for all damages, whether direct, incidental or consequential, whether suffered, made, instituted, or asserted by the customer, or by any other person, for any loss or destruction of any property whatsoever, whether covered by the customer or others, or for any personal injury or death of, any person. Notwithstanding any provision to the contrary, in no event shall the Company be liable for any special, incidental, consequential, exemplary, or punitive damages of any nature whatsoever.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS

8.8.1 General

Persons who are blind or whose disability causes difficulty with hand and finger coordination and use of a telephone qualify for a Special Credit Card. The card may be used from any telephone within the Company's territory to place calls within and outside the Commonwealth of Massachusetts at a special rate or to place calls from a telephone outside of the Company's territory, but within the Commonwealth of Massachusetts at rates applicable to the territory from which the call is made.

8.8.2 Rates

Within the Company's Territory:

Station to station toll calls placed with operator assistance will be billed at the lower rate normally applicable to calls placed without operator assistance. Local calls cannot be charged to the card. Person-to-person calls charged to the card will be billed at the higher operator handled rate.

Outside the Company's Territory, but within the Commonwealth of Massachusetts:

All rates, charges, billing and restriction in effect in the territory from which the call is made will apply.

8.8.3 Qualification

The following criteria will be used to determine eligibility for the Special Credit Card:

- A. "Legally Blind" - those whose visual acuity is 20/200 or less in the better eye with correcting glasses or whose widest diameter or visual field subtends an angular distance no greater than 20 degrees.
- B. "Physically Handicapped" - those who are certified by competent authority as unable to read or use ordinary printed materials as a result of physical limitations.
- C. Persons whose disabling condition causes difficulty with hand and finger coordination and utilization of a coin or non-coin telephone. Acceptable certifications are those made by a licensed physician ophthalmologist or optometrist.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 8 - SPECIAL SERVICES AND PROGRAMS (CONT'D.)

8.8 SPECIAL CREDIT CARD FOR BLIND AND DISABLED PERSONS (Cont'd)

8.8.4 Billing Authorization

Responsibility for payment of charges may be handled in one of two ways:

- A. The handicapped person (the applicant) may accept responsibility for payment of his or her own bill. In this case, the applicant must be 18 years of age or older and must reside within the Company's service territory, but he or she does not need to have other service from the Company.
- B. Another party may agree to accept responsibility for payment of charges incurred through use of at the Special Credit Card by the applicant. When this option is chosen, the person accepting this responsibility must be 18 years of age or older, but does not need to reside within the Company's service territory.

In either case, the applicant is the only authorized user of the Special Credit Card. If the person accepting payment responsibility has service within the Company's service territory, charges will be billed on a regular monthly bill; otherwise a separate bill will be sent.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 9 - SPECIAL ARRANGEMENTS

9.1 SPECIAL CONSTRUCTION

9.1.1 Basis for Charges

Basis for Charges where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's price guide, charges will be based on the costs incurred by the Company (including return) and may include:

- A. nonrecurring charges;
- B. recurring charges;
- C. termination liabilities; or
- D. combinations of a, b, and c.

9.1.2 Basis for Cost Computation

The costs referred to in 9.1.1 preceding may include one or more of the following items to the extent they are applicable:

- A. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - 1. equipment and materials provided or used;
 - 2. engineering, labor, and supervision;
 - 3. transportation; and
 - 4. rights of way and/or any required easements.
- B. Cost of maintenance.
- C. Depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D.)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.2 Basis for Cost Computation (Cont'd)

- D. Administration, taxes, and uncollectible revenue on the basis of reasonable average cost for these items.
- E. License preparation, processing, and related fees.
- F. price guide preparation, processing and related fees.
- G. Any other identifiable costs related to the facilities provided; or
- H. An amount for return and contingencies.

9.1.3 Termination Liability

To the extent that there is no other requirement for use by the Company, a termination liability may apply for facilities specially constructed at the request of a customer.

- A. The period on which the termination liability is based is the estimated service life of the facilities provided.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D.)

9.1 SPECIAL CONSTRUCTION (Cont'd)

9.1.3 Termination Liability (Cont'd)

- B. The amount of the maximum termination liability is equal to the estimated amounts (including return) for:
1. Costs to install the facilities to be provided including estimated costs for the rearrangements of existing facilities. These costs include:
 - a. equipment and materials provided or used;
 - b. engineering, labor, and supervision;
 - c. transportation; and
 - d. rights of way and/or any required easements;
 2. license preparation, processing, and related fees;
 3. price guide preparation, processing and related fees;
 4. cost of removal and restoration, where appropriate; and
 5. any other identifiable costs related to the specially constructed or rearranged facilities.
- C. The termination liability method for calculating the unpaid balance of a term obligation is obtained by multiplying the sum of the amounts determined as set forth in Section 9.1.3.B. preceding by a factor related to the unexpired period of liability and the discount rate for return and contingencies. The amount determined in Section 9.1.3.B. preceding shall be adjusted to reflect the redetermined estimated net salvage, including any reuse of the facilities provided. This amount shall be adjusted to reflect applicable taxes.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 9 - SPECIAL ARRANGEMENTS (CONT'D.)

9.2 NON-ROUTINE INSTALLATION AND/OR MAINTENANCE

At the customer's request, installation and/or maintenance may be performed outside the Company's regular business hours, or (in the Company's sole discretion and subject to any conditions it may impose) in hazardous locations. In such cases, charges based on the cost of labor, material, and other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into time periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

9.3 INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Rates for ICB arrangements will be developed on a case-by-case basis in response to a bona fide request from a customer or prospective customer for service which vary from price guide arrangements. Rates quoted in response to such requests may be different for price guide service than those specified for such service in this price guide. ICB rates will be offered to customers in writing and will be made available to similarly situated customers. A summary of each ICB contract pricing arrangement offered pursuant to this paragraph will be filed as an addendum to this price guide within 30 days after the contract is signed by both the Company and the customer. The following information will be included in the summary:

- LATA and type of switch
- The V&H distance from the central office to the customer's premises
- Service description
- Rates and charges
- Quantity of circuits
- Length of the agreement.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- A. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- B. The term “listing” refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- C. Listings provided without charge are as follows:
 - 1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
 - 2. One listing for each PBX or interconnecting system.
- D. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.2 Composition of Listings

- A. Listings are limited to information essential to the identification of the listed party.
- B. Addresses
 - 1. Each listing normally includes the number and street name location where the telephone service is furnished. the name of a building may be shown in case of buildings commonly known by name.
 - 2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- C. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in 10.1.1.a above.

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

A. Non-Listed

Telephone numbers of non-listed service are not listed in the Company's directories or on the directory assistance records. Non-listed service is available with all classes of main telephone exchange service provided the customer has other exchange service, which is listed in the directory or is on directory assistance records in the same name and at the same address. There are no restrictions against furnishing name, address or number information for non-listed services.

B. Additional Listing

A listing in addition to the main listing.

C. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

D. Extra Line Listing

This feature provides information after a main or additional listing. It refers callers to an alternative telephone number that is listed immediately below the main number.

E. Foreign Listing*

This feature provides a listing for a customer in a directory other than the directory that serves their local service area.

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* *Grandfathered to existing Customers at existing locations.*

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service

A. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

B. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service (Cont'd)

B. Regulations (Cont'd)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

10.2 Reserved for Future Use

Senior Regulatory Counsel
4001 Rodney Parham Road
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Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.5.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

10.4 LIABILITY OF THE COMPANY FOR ERRORS

10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this price guide, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 10 - DIRECTORY SERVICES (CONT'D.)

10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

A. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

B. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly price guide rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

C. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 11 - SERVICE AREAS

Service Areas: Where suitable facilities permit, the services referred to in this price guide will be provided by the Company within the following markets:

- Springfield
- Worcester

The local calling coverage for each of these markets will be identical to the local calling areas for each of these locations as defined in Bell Atlantic/NYNEX's General Exchange price guide on file with the M.D.T.C. as D.P.U – Mass – No.10.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES

The rates provided in Section 12 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 17 - Non-Term Rates.

12.1 CONNECTION CHARGES

	Nonrecurring Charge
Service Activation Fee	\$70.00

12.2 RESTORAL CHARGE

	Nonrecurring Charge	
First		(T)
Residential	\$79.00	
Business	\$100.00 (I)	
Additional		
Residential	\$79.00	
Business	\$100.00 (I)	(T)

12.3 PRIMARY INTEREXCHANGE CARRIER CHANGE CHARGE

Charge	\$5.00
--------	--------

12.4 MISCELLANEOUS NONRECURRING CHARGES

Change in Class of Service	\$25.00
Change Call Blocking (500, 700, 900)	\$25.00
Class Blocking (per use services)	\$25.00
Hotel Screening	\$25.00
Loop/Ground Start Signaling Change	\$25.00
Move, Add or Change (MAC Charge)	\$25.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.5 INTRALATA TOLL USAGE AND MILEAGE CHARGES (Cont'd)

12.5.5 Per Call Service Charges

The following service charges apply to intraLATA toll calls for which live or automated operator assistance is provided for call completion and/or billing.

Operator Services – Operator Handled Calls	Per Use Charge
Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dialed Calling Card	\$5.50
Collect - Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party - Automated	\$4.99
Third Party – Operator Handled	\$9.99
Sent Paid – Non-Coin – Automated	\$4.99
Sent Paid – Non-Coin – Operator	\$9.99
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
General Assistance	\$1.99

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.6 SUPPLEMENTAL SERVICES

12.6.1 Custom Calling Service

Rates and Charges

A. Monthly Charges

Rates for this service are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service and Section 12.8.1.1, Business Network Switched Service.

B. Nonrecurring Connection Charges

Connection charges for this service are located in the Rate Schedules for Section 12.7.1.1(A), Residential Network Switched Service and Section 12.8.1.1(A), Business Network Switched Service.

12.6.2 CLASS Services

Rates and Charges

A. Monthly Charges

Rates for these services are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service, and Section 12.8.1.1, Business Network Switched Service.

B. Nonrecurring Connection Charges

Connection charges for this service are located in the Rate Schedules for Section 12.7.1.1, Residential Network Switched Service and Section 12.8.1.1, Business Network Switched Service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.3 Busy Line Verification and Interrupt Service

Busy Line Verification Charge, each request	\$9.99 (I)
Verification and Interruption Charge, each request	\$9.99 (I)

12.6.4 Directory Assistance Service

The directory assistance charge applies after the call allowance of ten calls per line.

Directory Assistance	\$1.99
Directory Assistance Call Completion	\$0.39

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.5 Local Operator Service

Operator Services – Operator Handled Calls	Per Use Charge
Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dialed Calling Card	\$5.50
Collect - Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party - Automated	\$4.99
Third Party – Operator Handled	\$9.99
Sent Paid – Non-Coin – Automated	\$4.99
Sent Paid – Non-Coin – Operator	\$9.99
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
General Assistance	\$1.99

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12.6.6 Blocking Service

Nonrecurring Charges

500, 700, 900 Blocking

- Residential
- Business

*
*

A nonrecurring charge applies after initial conversion only when adding blocking to an access line. This charge applies on a per line, per order basis.

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.6 Blocking Service (Cont'd)

	Monthly Recurring	Nonrecurring
Third Number Billed and Collect Call Restriction		
- Residential	\$0.00	*
- Business	\$0.00	*
Toll Restriction		
- Residential	\$0.00	*
- Business	\$0.00	*
Toll Restriction Plus Directory Assistance		
- Residential	\$0.00	*
- Business	\$0.00	*

A nonrecurring charge applies when adding blocking services post conversion. This charge applies on a per line, per order basis.

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.6 SUPPLEMENTAL SERVICES (Cont'd)

12.6.7 Vanity Number Service

	Monthly Recurring	Nonrecurring
Set-up Charges		
Residential Customer	\$0.00	*
Business Customer	\$0.00	*

A nonrecurring charge applies when adding vanity number services post conversion. This charge applies on a per line, per order basis.

12.6.8 Office to Office Calling

A.	Monthly Recurring Charge:	\$7.21	(I)
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* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.7 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET

12.7.1 ChoicePath Service

The service offering, rates and charges contained in this price guide section 12.7.1 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this price guide.

12.7.2 Point to Point T1 Service

Monthly Recurring Charge Per Circuit	Nonrecurring Charge Per Circuit
\$1,327.61 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET

12.8.1 Choicexchange Switched Service

Monthly Recurring Charges Per Line Rate

Term Length	Month to Month	12 Month	36 Month	60 Month	
Basic Line	\$39.15	\$27.89	\$26.36	\$25.85	(I)
Advantage Line	\$60.39	\$44.93	\$42.09	\$38.02	
Basic Line + Data	\$39.15	\$25.85	\$23.33	\$21.80	
Advantage Line + Data	\$60.39	\$42.91	\$38.02	\$31.97	(I)

12.8.2 Local Choice Call Packs

Included Minutes*	MRC	Add'l Minute Rate
0	\$0.00	\$0.019
300	\$11.14 (I)	\$0.014
500	\$17.25 (I)	\$0.013
700	\$22.30 (I)	\$0.012
1000	\$29.21 (I)	\$0.011
2000	\$53.11 (I)	\$0.010

* Minutes are purchased per line but can be shared across all lines at the same service location

12.8.3 Long Distance Choice Call Packs

Included Minutes*	MRC	Add'l Minute Rate
0	\$0.00	\$0.065
100	\$13.26 (I)	\$0.050
200	\$25.47 (I)	\$0.048
300	\$35.82 (I)	\$0.045
600	\$66.91 (I)	\$0.042
1000	\$103.57 (I)	\$0.039
1500	\$139.38 (I)	\$0.035

* Minutes are purchased per line but can be shared across all lines at the same service location

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features

A. Standard Features - Per Line:

	First	Additional
Nonrecurring Charge:	****	****
Monthly Charges:		
3 Way Calling*	\$11.37 (I)	
Call Forward Variable	\$11.37 (I)	
Call Forward Busy Line	\$5.05 (I)	
Call Forward No Answer	\$5.05 (I)	
Call Forward BL/DA	\$8.83 (I)	
Call Waiting	\$11.37 (I)	
Speed Dialing **	\$8.83 (I)	
Expanded Speed Dialing**	\$8.83 (I)	
Call Forward Remote Access	\$5.05 (I)	
Call Transfer	\$11.37 (I)	
Direct Connect Line	\$4.40 (I)	
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$26.53 (I)	
Distinctive Ring	\$25.29 (I)	
Group Call Pick-up	\$2.53 (I)	

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Code were previously introduced as a service without a monthly recurring charge to customers.

**** See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features (Cont'd)

B.	Hunt Group Charge:		
	Nonrecurring Charge:	First *	Additional *
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	
C.	Hunting Line Charge:		
	Nonrecurring Charge:	First *	Additional *
	Monthly Recurring Charges;		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.4 Custom Calling Features (Cont'd)

D. CLASS Features Line Charge:

Nonrecurring Charge:	First *	Additional *
Monthly Recurring Charges		Per Line, Per Month
Caller ID		\$11.37 (I)
Caller ID Blocking		\$0.00
Call Return		\$5.05 (I)
Continuous Redial (Repeat Dialing)		\$5.05 (I)

E. CLASS Features Usage Charge:

	Per Use
Call Return	\$0.95
Repeat Dialing / Continuous Dialing	\$0.95
Call Trace	\$3.45

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.8 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd)

12.8.5 ChoicePath Service

The service offering, rates and charges contained in this price guide section 12.8.5 are grandfathered / discontinued to new customers. Please refer to Section 14.4 of this price guide.

12.9 ALTERNATE TELEPHONE NUMBER LISTINGS

	Monthly	Nonrecurring First	Add'l.
Non-Published			
Business	\$14.55 (I)	*	*
Residence	\$6.19	*	*
Non-Listed			
Business	\$14.55 (I)	*	*
Residence	\$5.63	*	*
Additional Listing			
Business	\$14.55 (I)	*	*
Residence	\$5.63	*	*
Cross Reference Listing			
Business	\$14.55 (I)	*	*
Residence	\$5.63	*	*
Extra Line Listing			
Business	\$14.55 (I)	*	*
Residence	\$5.63	*	*
Foreign Listing**			
Business	\$14.55 (I)	*	*
Residence	\$5.63	*	*

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

** Grandfathered to existing Customers at existing locations.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.10 BUNDLED SERVICES PLANS

12.10.1 Choicexchange Basic Line Service

A. Measured Rate Basic Line Service – Springfield Market

1. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$39.96 (I)	\$0.0500	\$0.0810
12 Month	\$30.53 (I)	\$0.0500	\$0.0810
36 Month	\$25.85 (I)	\$0.0130	\$0.0690
60 Month	\$25.85 (I)	\$0.0130	\$0.0640

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$36.35 (I)	\$0.0140	\$0.0810
12 Month	\$27.80 (I)	\$0.0140	\$0.0810
36 Month	\$24.76 (I)	\$0.0120	\$0.0690
60 Month	\$24.76 (I)	\$0.0120	\$0.0640

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10.1 Choicexchange Basic Line Service (Cont'd.)

A. Measured Rate Basic Line Service – Springfield Market (Cont'd.)

2. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$33.84 (I)	\$0.0140	\$0.0730
12 Month	\$25.85 (I)	\$0.0140	\$0.0730
36 Month	\$22.72 (I)	\$0.0120	\$0.0640
60 Month	\$22.72 (I)	\$0.0120	\$0.0550

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$33.71 (I)	\$0.0130	\$0.0730
12 Month	\$25.77 (I)	\$0.0130	\$0.0730
36 Month	\$22.72 (I)	\$0.0110	\$0.0640
60 Month	\$22.72 (I)	\$0.0110	\$0.0550

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.10 BUNDLED SERVICES PLANS

12.10.1 Choicexchange Basic Line Service (Cont'd.)

B. Flat Rate Basic Line Service - Springfield

1. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$98.23 (I)	\$0.081
12 Month	\$75.10 (I)	\$0.081
36 Month	\$65.54 (I)	\$0.069
60 Month	\$65.54 (I)	\$0.064

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$94.78 (I)	\$0.081
12 Month	\$72.42 (I)	\$0.081
36 Month	\$64.31 (I)	\$0.0690
60 Month	\$64.31 (I)	\$0.0640

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.10 BUNDLED SERVICES PLANS (Cont'd.)

12.10.1 Choicexchange Basic Line Service (Cont'd.)

B. Flat Rate Basic Line Service - Springfield (Cont'd)

2. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$89.47 (I)	\$0.0730
12 Month	\$68.39 (I)	\$0.0730
36 Month	\$60.25 (I)	\$0.0640
36, 60 Month	\$60.25 (I)	\$0.0550

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$87.47 (I)	\$0.0730
12 Month	\$68.39 (I)	\$0.0730
36 Month	\$60.25 (I)	\$0.0640
60 Month	\$60.25 (I)	\$0.0550

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET

12.11.1 Choicexchange Switched Service

A.	Choice Xchange Line Rate:	\$29.19		
	Term/Product Discount for Xchange lines			
	Term Length	Voice Only Voice & Data		
	12 Months	\$23.16 \$19.84		
	36 Months	\$21.93 \$18.43		
	60 Months	\$20.15 \$17.00		
B.	Choice Xchange Advantage Line Rate:	\$43.34		
	Term/Product Discount for Xchange Advantage lines			
	Term Length	Voice Only Voice & Data		
	12 Months	\$34.83 \$29.44		
	36 Months	\$33.24 \$27.15		
	60 Months	\$29.96 \$24.87		
C.	Local Measured Service Usage Rates			
	Standard Rate:	\$0.019 per minute		
	Local Call Pack	Included Minutes*	MRC	Add'l Minute Rate
	300	300	\$9.64	\$0.016
	500	500	\$15.04	\$0.015
	700	700	\$19.67	\$0.014
	1000	1000	\$26.10	\$0.013
	2000	2000	\$48.18	\$0.012
	3000	3000	\$60.24	\$0.010

* Minutes are purchased per line but can be shared across all lines at the same service location.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd.)

12.11.1 Choicexchange Switched Service (Cont'd.)

D. Choice One Plus Toll Usage Rates

Standard Toll Rate: \$0.65 per minute

Toll Call Packs	Included Minutes*	MRC	Add'l Minute Rate
100	100	\$11.65	\$0.058
200	200	\$21.30	\$0.053
300	300	\$29.50	\$0.049
600	600	\$54.22	\$0.045
1000	1000	\$80.30	\$0.040
1500	1500	\$105.39	\$0.035

* Minutes are purchased per line but can be shared across all lines at the same service location

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.11 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (Cont'd)

12.11.2 ChoicePath Service

The service offering, rates and charges contained in this price guide section 12.11.2 are grandfathered / discontinued to new customers. Please refer to Section 14.5 of this price guide.

12.11.3 Point to Point T1 Service

Monthly Recurring Charge Per Circuit	Nonrecurring Charge Per Circuit
\$1,314.32 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.11 NETWORK SWITCHED SERVICES - WORCESTER MARKET (Cont'd)

12.11.4 Custom Calling Features

A. Standard Features - Per Line:

	First ****	Additional ****
Nonrecurring Charge:		
Monthly Charges:		
3 Way Calling*	\$11.37 (I)	
Call Forward Variable	\$11.37 (I)	
Call Forward Busy Line	\$5.05 (I)	
Call Forward No Answer	\$5.05 (I)	
Call Forward BL/DA	\$8.83 (I)	
Call Waiting	\$11.37 (I)	
Speed Dialing **	\$8.83 (I)	
Expanded Speed Dialing**	\$8.83 (I)	
Call Forward Remote Access	\$5.05 (I)	
Call Transfer	\$11.37 (I)	
Direct Connect Line	\$4.40 (I)	
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$26.53 (I)	
Distinctive Ring	\$25.29 (I)	
Group Call Pick-up	\$2.53 (I)	

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Code were previously introduced as a service without a monthly recurring charge to customers.

**** See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.11 NETWORK SWITCHED SERVICES - WORCESTER MARKET (Cont'd)

12.11.4 Custom Calling Features (Cont'd)

B.	Hunt Group Charge:	First	Additional
	Nonrecurring Charge:	*	*
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	
C.	Hunting Line Charge:	First	Additional
	Nonrecurring Charge:	*	*
	Monthly Recurring Charges:		
	Sequential Hunting	\$0.00	
	Circular Hunting	\$0.00	

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

Senior Regulatory Counsel
 4001 Rodney Parham Road
 Little Rock, Arkansas 72212

Effective: May 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.12 CHOICEINVOICE SERVICE

	MRC	NRC
Electronic & Paper Version	\$50.59 (I)	*
Local Call Detail	\$37.94 (I)	*

* See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

12.13 Choice Xchange Advantage Unlimited Line

12.13.1 Monthly Recurring Charges

Per Line Charge	Springfield	Worcester	
MTM	\$219.70	\$219.70	(I)
12 months	\$147.61	\$147.16	
36 Months	\$104.35	\$104.35	
60 Months	\$102.33	\$102.33	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.14 ULTRA T-1 PRODUCT SET PRICING

12.14.1 Springfield Market

A. Dedicated Voice Full T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$76.99	\$58.86	\$46.69	\$42.61	(I)

B. Dedicated Voice Fractional T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$82.33	\$62.93	\$44.67	\$40.58	(I)

C. Integrated T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$90.29	\$69.00	\$54.81	\$50.73	(I)
Internet Channel MRC	\$90.29	\$69.00	\$54.81	\$50.73	
Data Point to Point MRC	\$90.29	\$69.00	\$54.81	\$50.73	(I)

D. Dedicated Internet

	Month to Month	12 Month	36 Month	60 Month	
768K	\$1,460.37	\$1,116.13	\$862.47	\$811.74	(I)
1.024M	\$1,593.11	\$1,217.60	\$963.94	\$913.23	
1.54M	\$1,858.64	\$1,420.54	\$1,116.13	\$1,014.66	(I)

E. ISDN PRI Option

	MRC	
Per Circuit	\$142.24	(I)

F. T-1 Installation Charges

	12 Month	36 Month	60 Month
Per T-1	\$500.00	\$500.00	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.14 ULTRA T-1 PRODUCT SET PRICING (Cont'd)

12.14.2 Worcester Market

A. Dedicated Voice Full T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$76.99	\$58.86	\$46.69	\$42.61	(I)

B. Dedicated Voice Fractional T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$82.33	\$62.93	\$44.67	\$40.58	(I)

C. Integrated T-1 (per channel)

	Month to Month	12 Month	36 Month	60 Month	
Voice Channel MRC	\$90.29	\$69.00	\$54.81	\$50.73	(I)
Internet Channel MRC	\$90.29	\$69.00	\$54.81	\$50.73	
Data Point to Point MRC	\$90.29	\$69.00	\$54.81	\$50.73	(I)

D. Dedicated Internet

	Month to Month	12 Month	36 Month	60 Month	
768K	\$1,460.37	\$1,116.13	\$862.47	\$811.74	(I)
1.024M	\$1,593.11	\$1,217.60	\$963.94	\$913.23	
1.54M	\$1,858.64	\$1,420.54	\$1,116.13	\$1,014.66	(I)

E. ISDN PRI Option

	MRC	
Per Circuit	\$199.16	(I)

F. T-1 Installation Charges

	12 Month	36 Month	60 Month
Per T-1	\$500.00	\$500.00	\$500.00

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 12 - RATES AND CHARGES (CONT'D.)

12.15 Resale Cost Recovery Charge

A monthly recurring Resale Cost Recovery Charge of \$4.30 per line will be assessed on all lines for which the entire underlying service is physically provided through the use of an incumbent local carrier's platform. The Resale Cost Recovery Charge is assessed to recover increased costs associated with accessing the incumbent local carrier's local telephone lines and switching equipment.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES

The rates provided in Section 13 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 17 - Non-Term Rates.

The following services listed under Section 12 of this price guide will be grandfathered for Customers with 1-4 ChoiceXchange lines on the effective date of this page. Only customers of record as of the effective date of this page with less than 5 ChoiceXchange lines in service will be allowed the services and rate plans set forth in this section.

13.1 INTRALATA TOLL USAGE AND MILEAGE CHARGES

Time of Day Periods

DAY	8AM-5PM MONDAY -FRIDAY*
EVENING	5PM-11PM MONDAY-FRIDAY; 5PM-11PM SUNDAY* All day Christmas, New Years, Thanksgiving, Independence and Labor Days
NIGHT & WEEKEND	8AM SATURDAY - 5PM SUNDAY; 11PM-8AM EVERY DAY*

The time shown indicates the termination of one rate application period and the beginning of the next. Calls connected at exactly the time shown are considered in the next time period. IntraLATA rates are not time of day sensitive.

CALLING AREA LEGEND

CALL AREA	LOCAL	
	First Min.	Addl. Min.
Peak	\$0.015	\$0.015
Off-Peak	\$0.015	\$0.015

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES

13.2.1 Basic Line Service

A. Measured Rate Service

Term of Service	Monthly Recurring Charges
Month-to-Month	\$20.25
12 Month	\$18.00
24 Month	\$17.00
36 Month	\$16.50
48 Month	\$15.50
60 Month	\$14.50

B. Flat Rate Service

Term of Service	Monthly Recurring Charges
Month-to-Month	\$42.00
12 Month	\$40.00
24 Month	\$39.00
36 Month	\$37.00
48 Month	\$35.00
60 Month	\$33.00

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd.)

13.2.1 Basic Line Service (Cont'd.)

C. Usage Rates – Springfield Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

1. Measured Rate Service

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

2. Flat Rate Service

Term Period	Per Minute Toll Rates
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.2 RESIDENTIAL NETWORK SWITCHED SERVICES (Cont'd.)

13.2.1 Basic Line Service (Cont'd.)

D. Usage Rates – Worcester Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

1. Measured Rate Service

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

2. Flat Rate Service

Term Period	Per Minute
	Toll Rates
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.3 BUSINESS NETWORK SWITCHED SERVICES

13.3.1 Basic Line Service

A. Measured Rate Service

Term of Service	Monthly Recurring Charges	
Month-to-Month	\$61.08	(I)
12 Month	\$42.09	
24 Month	\$40.05	
36 Month	\$39.07	
48 Month	\$37.04	
60 Month	\$35.02	(I)

B. Flat Rate Service

Term of Service	Monthly Recurring Charges	
Month-to-Month	\$118.82	(I)
12 Month	\$86.73	
24 Month	\$84.70	
36 Month	\$80.67	
48 Month	\$76.58	
60 Month	\$72.55	(I)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.3 BUSINESS NETWORK SWITCHED SERVICES (Cont'd.)

13.3.1 Basic Line Service (Cont'd.)

C. Usage Rates – Springfield Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

1. Measured Rate Service

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

2. Flat Rate Service

Term Period	Per Minute Toll Rates
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.3 BUSINESS NETWORK SWITCHED SERVICES (Cont'd.)

13.3.1 Basic Line Service (Cont'd.)

D. Usage Rates – Worcester Market

Term Commitment Rates

Customers who agree to subscribe to Basic Line Service for terms of 12, 24, 36, 48 or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

1. Measured Rate Service

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
24 Month	\$0.014	\$0.086
36 Month	\$0.013	\$0.081
48 Month	\$0.012	\$0.077
60 Month	\$0.011	\$0.072

2. Flat Rate Service

Term Period	Per Minute Toll Rates
12 Month	\$0.090
24 Month	\$0.086
36 Month	\$0.081
48 Month	\$0.077
60 Month	\$0.072

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.4 BUNDLED SERVICE PLANS

13.4.1 Choicexchange Basic Line Service

A. Measured Rate Basic Line Service – Springfield Market

1. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$52.41 (I)	\$0.014	\$0.081
12 Month	\$40.05 (I)	\$0.014	\$0.081
24 Month	\$38.02 (I)	\$0.013	\$0.077
36 Month	\$37.04 (I)	\$0.012	\$0.073
48 Month	\$35.02 (I)	\$0.011	\$0.069
60 Month	\$32.97 (I)	\$0.010	\$0.065

2. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$49.71 (I)	\$0.013	\$0.073
12 Month	\$38.02 (I)	\$0.013	\$0.073
24 Month	\$36.01 (I)	\$0.012	\$0.070
36 Month	\$35.02 (I)	\$0.011	\$0.067
48 Month	\$32.97 (I)	\$0.010	\$0.064
60 Month	\$30.95 (I)	\$0.010	\$0.060

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.4 BUNDLED SERVICE PLANS (Cont'd.)

13.4.1 Choicexchange Basic Line Service (Cont'd.)

B. Measured Rate Basic Line Service – Worcester Market

1. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$52.41 (I)	\$0.014	\$0.0650
12 Month	\$40.05 (I)	\$0.014	\$0.0650
24 Month	\$38.02 (I)	\$0.013	\$0.0618
36 Month	\$37.04 (I)	\$0.012	\$0.0585
48 Month	\$35.02 (I)	\$0.011	\$0.0556
60 Month	\$32.97 (I)	\$0.010	\$0.0527

2. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$49.76 (I)	\$0.013	\$0.0585
12 Month	\$38.02 (I)	\$0.013	\$0.0585
24 Month	\$36.01 (I)	\$0.012	\$0.0556
36 Month	\$35.02 (I)	\$0.011	\$0.0527
48 Month	\$32.97 (I)	\$0.010	\$0.0497
60 Month	\$30.95 (I)	\$0.010	\$0.0468

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.4 BUNDLED SERVICE PLANS (Cont'd.)

13.4.1 Choicexchange Basic Line Service (Cont'd.)

C. Flat Rate Basic Line Service -Springfield Market

1. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$110.84 (I)	\$0.081
12 Month	\$84.70 (I)	\$0.081
24 Month	\$80.67 (I)	\$0.077
36 Month	\$76.58 (I)	\$0.073
48 Month	\$82.55 (I)	\$0.069
60 Month	\$68.47 (I)	\$0.065

2. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$105.63 (I)	\$0.0730
12 Month	\$80.73 (I)	\$0.0730
24 Month	\$76.58 (I)	\$0.0700
36 Month	\$72.55 (I)	\$0.0670
48 Month	\$68.47 (I)	\$0.0640
60 Month	\$64.63 (I)	\$0.0600

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.4 BUNDLED SERVICE PLANS (Cont'd.)

13.4.1 Choicexchange Basic Line Service (Cont'd.)

D. Flat Rate Basic Line Service - Worcester

1. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$110.84 (I)	\$0.0650
12 Month	\$84.70 (I)	\$0.0650
24 Month	\$80.67 (I)	\$0.0618
36 Month	\$76.58 (I)	\$0.0585
48 Month	\$72.55 (I)	\$0.0556
60 Month	\$68.47 (I)	\$0.0527

2. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$105.63 (I)	\$0.0585
12 Month	\$80.73 (I)	\$0.0585
24 Month	\$76.58 (I)	\$0.0556
36 Month	\$72.55 (I)	\$0.0527
48 Month	\$68.47 (I)	\$0.0497
60 Month	\$64.63 (I)	\$0.0468

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.5 FREEWAY SERVICE

13.5.1 Basic Description

This product eliminates usage sensitive charges for calls placed between end users served by the Company. Unless as otherwise stated in the conditions set forth in 13.5.2 below, the Company will not apply local usage charges on any calls placed between end user telephone numbers that are presubscribed to the Company's service.

If the customer's telephone number is presubscribed to the Company's long distance affiliate for intraLATA toll calling, the Company will not apply toll usage charges on any intraLATA toll calls placed the customer's telephone number to other end user telephone numbers presubscribed to the Company's service.

Customers that did not average a credit of more than \$30.00 per month in 2004 will no longer be eligible for this Freeway Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.5 FREEWAY SERVICE

13.5.2 Conditions

- A. “Free calling” coverage under Freeway as described above will be applied to customer telephone numbers that are using either the Company’s Measured Rate or DS1 Trunk Service.
- B. Freeway coverage will not apply in the following situations:
 - 1. InterLATA calling.
 - 2. Calls placed to access the Company’s Internet service affiliate.
 - 3. Any type of Calling Card or toll-free usage long distance plan.
 - 4. Calls placed between customer locations for the purpose of transmitting data:
 - a. For the purposes of Section 13.5, any telephone number that is being used primarily for data transmission will be considered to be a “data transmission number.”
 - b. If a telephone number is being used to transmit data, that number will be restricted from receiving free calls under Freeway, and usage sensitive charges will apply to all calls originating from that number.
 - c. For auditing purposes, the Company will assume that a customer’s telephone number is being used for data transmission if the average daily calling volume of that telephone number exceeds 480 minutes (8 hours) over any single work week (Monday through Friday) or any single weekend (Saturday through Sunday).

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 13 - GRANDFATHERED SERVICES (CONT'D.)

13.5 FREEWAY SERVICE (Cont'd.)

13.5.2 Conditions (Cont'd)

B. Freeway coverage will not apply in the following situations (continued):

- 4. Calls placed between customer locations for the purpose of transmitting data:
 - d. Usage charges will apply on all calls placed over a telephone number during the month in which it was initially determined that said number was a data transmission number based on the criteria set forth in paragraph c. Usage charges will be applied to the calling volume for succeeding months until it can be determined that the customer's telephone number is not a data transmission line.
 - e. Freeway can be reinstated on a telephone number previously identified as a data transmission number if the client can satisfactorily prove that said number will no longer be used to transmit data.
- 5. Calls placed to end users previously but not currently presubscribed to the Company's service. The Company will, as required by this price guide, bill the customer for usage charges for calls placed to other end users that do not currently subscribe to the Company's service. This condition shall apply to calls terminating to end users who previously used the Company's service but had subsequently subscribed to another telecommunications service provider. Therefore, the determination of whether or not usage charges will apply on specific calls is beyond the control of the Company. Given such situations, the Company cannot guarantee that, during any specific period of time, usage charges will not apply to calls placed by the customer to specific parties.

13.5.3 Rates and Charges

	Monthly Recurring Charge
Xchange Line, per line	\$2.59 (I)
Voice Path T-1, per T-1	\$15.77 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II

The rates provided in Section 14 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 17 - Non-Term Rates.

14.1 WORCESTER MARKET

14.1.1 Basic Line Service

A. Base Service Line

Nonrecurring Connection Charge, New Install:

-Each Base Service Line

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges
	Worcester
Month-to-Month	\$45.26 (I)
12 Month	\$33.30 (I)
36 Month	\$30.53 (I)
60 Month	\$30.53 (I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges
	Worcester
Month-to-Month	\$42.33 (I)
12 Month	\$27.80 (I)
36 Month	\$24.76 (I)
60 Month	\$24.76 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.1 Basic Line Service (Cont'd.)

A. Base Service Line (Cont'd.)

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges
	Worcester
Month-to-Month	\$109.40 (I)
12 Month	\$80.76 (I)
36 Month	\$75.10 (I)
60 Month	\$75.10 (I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges
	Worcester
Month-to-Month	\$97.43 (I)
12 Month	\$70.41 (I)
36 Month	\$64.31 (I)
60 Month	\$64.31 (I)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.1 Basic Line Service (Cont'd.)

B. Usage Rates

1. Term Commitment Rates - Worcester Market

Customers who agree to subscribe to Basic Line Service for terms of 12, 36, or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

Customers with 1-10 lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.016	\$0.090
36,60 Month	\$0.014	\$0.081

Customers with 11 or over lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
36 Month	\$0.013	\$0.081
60 Month	\$0.013	\$0.072

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.2 ChoicePath DS-1trunk Service

Where appropriate facilities do not exist, Special Construction charges will also apply. See Section 12.5 for usage charges.

A. Monthly Recurring and Nonrecurring Charges

	Worcester	
Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month to Month	\$861.04 (I)	\$500.00
12 Month	\$566.18 (I)	\$500.00
36 Month	\$485.02 (I)	\$500.00
60 Month	\$485.02 (I)	\$500.00

B. Per Channel (DSO) -10 Channel

	Worcester	
Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month to Month	\$38.70 (I)	\$50.00
12 Month	\$25.16 (I)	\$50.00
36 Month	\$23.15 (I)	\$50.00
60 Month	\$22.93 (I)	\$50.00

	Monthly Recurring Charges	Nonrecurring Charges
DID Service	\$55.74 (I)	50.00
DID 100 Numbers Block	\$2.65 (I)	15.00

* Includes a group of 24 ports and transport facility

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.3 Integrated Services Digital Network Primary Rate Interface

Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month-To-Month	\$919.08 (I)	\$500.00
12 Month	\$689.16 (I)	\$500.00
36 Month	\$607.98 (I)	\$500.00
60 Month	\$607.98 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products

A. Measured Rate Basic Line Service – Worcester Market

1. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$37.29 (I)	\$0.015	\$0.0650
12 Month	\$28.51 (I)	\$0.015	\$0.0650
36 Month	\$25.85 (I)	\$0.013	\$0.0585
60 Month	\$25.85 (I)	\$0.013	\$0.0550

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$33.71 (I)	\$0.014	\$0.0650
12 Month	\$25.77 (I)	\$0.014	\$0.0650
36 Month	\$22.72 (I)	\$0.012	\$0.0585
60 Month	\$22.72 (I)	\$0.012	\$0.0550

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

A. Measured Rate Basic Line Service – Worcester Market (Cont'd.)

2. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$33.84 (I)	\$0.014	\$0.0585
12 Month	\$25.85 (I)	\$0.014	\$0.0585
36 Month	\$21.30 (I)	\$0.012	\$0.0527
60 Month	\$21.30 (I)	\$0.012	\$0.0500

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$31.06 (I)	\$0.013	\$0.0585
12 Month	\$23.72 (I)	\$0.013	\$0.0585
36 Month	\$20.70 (I)	\$0.011	\$0.0527
60 Month	\$20.70 (I)	\$0.011	\$0.0500

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

B. Flat Rate Basic Line Service - Worcester

1. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$98.23 (I)	\$0.0650
12 Month	\$75.10 (I)	\$0.0650
36 Month	\$65.54 (I)	\$0.0585
60 Month	\$65.54 (I)	\$0.0550

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$89.47 (I)	\$0.0650
12 Month	\$68.39 (I)	\$0.0650
36 Month	\$60.25 (I)	\$0.0585
60 Month	\$60.25 (I)	\$0.0550

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

B. Flat Rate Basic Line Service - Worcester (Cont'd.)

2. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$85.72 (I)	\$0.0585
12 Month	\$65.54 (I)	\$0.0585
36 Month	\$58.22 (I)	\$0.0527
60 Month	\$58.22 (I)	\$0.0500

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$84.17 (I)	\$0.0585
12 Month	\$64.31 (I)	\$0.0585
36 Month	\$56.21 (I)	\$0.0527
60 Month	\$56.21 (I)	\$0.0500

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

C. Choicepath Ds1 Trunk Service

1. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$634.59 (I)	\$0.014	\$0.0585
12 Month	\$485.02 (I)	\$0.014	\$0.0585
36 Month	\$403.86 (I)	\$0.012	\$0.0527
60 Month	\$403.86 (I)	\$0.012	\$0.0527

2. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$528.39 (I)	\$0.013	\$0.0455
12 Month	\$403.86 (I)	\$0.013	\$0.0455
36 Month	\$322.67 (I)	\$0.011	\$0.0410
60 Month	\$322.67 (I)	\$0.011	\$0.0410

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

D. Choicepath Ds0 (10 Block) Service

1. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$30.27 (I)	\$0.014	\$0.0585
12 Month	\$23.15 (I)	\$0.014	\$0.0585
36 Month	\$21.10 (I)	\$0.012	\$0.0527
60 Month	\$21.10 (I)	\$0.012	\$0.0527

2. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$27.61 (I)	\$0.013	\$0.0455
12 Month	\$21.10 (I)	\$0.013	\$0.0455
36 Month	\$19.08 (I)	\$0.011	\$0.0410
60 Month	\$19.08 (I)	\$0.011	\$0.0410

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.4 Bundled Products (Cont'd.)

E. Integrated Services Digital Network Primary Rate Interface

1. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$835.31 (I)	\$0.014	\$0.0585
12 Month	\$638.43 (I)	\$0.014	\$0.0585
36 Month	\$557.24 (I)	\$0.012	\$0.0527
60 Month	\$557.24 (I)	\$0.012	\$0.0527

2. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$782.21 (I)	\$0.013	\$0.0455
12 Month	\$597.85 (I)	\$0.013	\$0.0455
36 Month	\$496.39 (I)	\$0.011	\$0.0410
60 Month	\$496.39 (I)	\$0.011	\$0.0410

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.5 LMS Free Calling

A. Basic Description

LMS Free Calling enables customers to place calls between selected customer telephone numbers without incurring usage sensitive charges. The following conditions will apply to LMS Free Calling:

1. The feature is offered on a per line basis for any selected customer telephone numbers.
2. The customer will indicate which telephone numbers are to be given the LMS Free Calling feature. No usage sensitive charges will apply to calls placed between customer telephone numbers provided with this feature.
3. LMS Free Calling applies only to calls placed between selected customer stations situated within the same LATA.
4. This feature is offered subject to the availability of suitable facilities. LMS Free Calling may, in certain situations, be unavailable due to the limitations of the customer's equipment or due to compatibility problems that exist between the customer's equipment and the facilities of the Company.
5. Certain custom calling features may not be available to customers subscribing to LMS Free Calling.

B. LMS Free Calling is offered under the following options:

1. Standard LMS Free – Under this option, there are no changes in dialing procedures. Customers will use the same dialing procedures for calls placed to LMS Free stations that they would use for calls placed to non-LMS Free stations.
2. 4-Digit LMS Free – This option enables customers to place calls between LMS Free customer stations by dialing the last four digits of the receiving station's telephone number. To reach a non-LMS Free station, customers must dial "9" plus the dialing sequence they would normally dial (i.e., 7 digits for local, 1+10 for interLATA toll) were they not subscribing to LMS Free Calling.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.1 WORCESTER MARKET (Cont'd.)

14.1.5 LMS Free Calling (Cont'd.)

C. Requirements

LMS Free calling will be restricted to stations that, for a term of no less than twelve months, the customer is either currently committed to or will agree to commit to the following conditions:

1. Using the Company as its local service provider.
2. Using either the Company or the Company's affiliate long distance provider for IntraLATA toll service.

D. Rates and Charges

The company does not require a monthly recurring charge for this feature.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET

14.2.1 Basic Line Service

A. Base Service Line

Nonrecurring Connection Charge, New Install:
 -Each Base Service Line

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges Springfield	
Month-to-Month	\$45.21	(I)
12 Month	\$33.30	
36 Month	\$30.53	
60 Month	\$30.53	(I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges Springfield	
Month-to-Month	\$44.99	(I)
12 Month	\$29.81	
36 Month	\$26.78	
60 Month	\$26.78	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.1 Basic Line Service (Cont'd.)

A. Base Service Line

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges Springfield	
Month-to-Month	\$109.40	(I)
12 Month	\$80.76	
36 Month	\$75.10	
60 Month	\$75.10	(I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges Springfield	
Month-to-Month	\$102.73	(I)
12 Month	\$74.47	
36 Month	\$68.39	
60 Month	\$68.39	(I)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.1 Basic Line Service (Cont'd.)

B. Usage Rates

1. Month-To-Month Rates

See Rate Schedule in Section 12.5.

2. Term Commitment Rates - Springfield Market

Customers who agree to subscribe to Basic Line Service for terms of 12, 36, or 60 months will be charged the local calling rates shown below (toll rates will apply to toll calling for both Measured and Flat Rate customers).

Customers with 1-10 lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.016	\$0.090
36 Month	\$0.014	\$0.081
60 Month	\$0.014	\$0.081

Customers with 11 or over lines

Term Period	Per Minute Rates	
	Local Calling	Toll
12 Month	\$0.015	\$0.090
36 Month	\$0.013	\$0.081
60 Month	\$0.013	\$0.072

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd)

14.2.2 Choicepath DS1Trunk Service

Where appropriate facilities do not exist, Special Construction charges will also apply. See Section 12.5 for usage charges.

A. Monthly Recurring and Nonrecurring Charges

Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month-To-Month	\$948.30 (I)	\$500.00
12 Month	\$659.54 (I)	\$500.00
36 Month	\$578.36 (I)	\$500.00
60 Month	\$578.36 (I)	\$500.00

B. Per Channel (DSO)-10 Channel

Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month-To-Month	\$37.94 (I)	\$50.00
12 Month	\$28.41 (I)	\$50.00
36 Month	\$26.36 (I)	\$50.00
60 Month	\$26.36 (I)	\$50.00

	Monthly Recurring Charges	Nonrecurring Charges
DID Service	\$55.74 (I)	\$50.00
DID 100 Numbers Block	\$2.65 (I)	\$15.00

* Includes a group of 24 ports and transport facility

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.3 Integrated Services Digital Network Primary Rate Interface

Term of Service	Monthly Recurring Charges	Nonrecurring Charges
Month-To-Month	\$995.68 (I)	\$500.00
12 Month	\$710.26 (I)	\$500.00
36 Month	\$629.08 (I)	\$500.00
60 Month	\$629.08 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.4 ChoicePath DS1 Trunk Service

A. Two Product Bundling

Springfield Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$756.73 (I)	\$0.014	\$0.0585
12 Month	\$578.36 (I)	\$0.014	\$0.0585
36 Month	\$497.18 (I)	\$0.012	\$0.0527
60 Month	\$497.18 (I)	\$0.012	\$0.0527

B. Three Product Bundling

Springfield Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$650.54 (I)	\$0.013	\$0.0455
12 Month	\$497.18 (I)	\$0.013	\$0.0455
36 Month	\$416.00 (I)	\$0.011	\$0.0410
60 Month	\$416.00 (I)	\$0.011	\$0.0410

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.5 Choicepath Ds0 (10 Block) Service

A. Two Product Bundling

Springfield		Local Calling	
Term Period	Monthly Recurring Charge	Per Call Rates	Per Minute Rates
Month to Month	\$34.53 (I)	\$0.0585	\$0.014
12 Month	\$26.36 (I)	\$0.0585	\$0.014
36 Month	\$24.37 (I)	\$0.0527	\$0.012
60 Month	\$24.37 (I)	\$0.0527	\$0.012

B. Three Product Bundling

Springfield		Local Calling	
Term Period	Monthly Recurring Charge	Per Minute Rates	Per Call Rates
Month to Month	\$31.86 (I)	\$0.013	\$0.0455
12 Month	\$24.37 (I)	\$0.013	\$0.0455
36 Month	\$22.33 (I)	\$0.011	\$0.0410
60 Month	\$22.33 (I)	\$0.011	\$0.0410

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.2 SPRINGFIELD MARKET (Cont'd.)

14.2.6 Integrated Services Digital Network Primary Rate Interface

A. Two Product Bundling

Springfield Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$823.12 (I)	\$0.0140	\$0.0585
12 Month	\$629.08 (I)	\$0.0140	\$0.0585
36 Month	\$547.94 (I)	\$0.0120	\$0.0527
60 Month	\$547.94 (I)	\$0.0120	\$0.0527

B. Three Product Bundling

Springfield Term Period	Monthly Recurring Charge	Local Calling	
		Per Minute Rates	Per Call Rates
Month to Month	\$716.91 (I)	\$0.013	\$0.0455
12 Month	\$547.94 (I)	\$0.013	\$0.0455
36 Month	\$466.74 (I)	\$0.011	\$0.0410
60 Month	\$466.74 (I)	\$0.011	\$0.0410

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS

14.3.1 Residential Network Switched Services

A. General

Residential Network Switched Service provides a residential customer with a connection to the Company's switching network that enables the customer to:

1. place and receive calls from other stations on the public switched telephone network;
2. access the Company's local calling service;
3. access the Company's operators and business office for service related assistance; access toll-free telecommunications services such as 800 NPA; and access 911 service for emergency calling; and
4. access the service of providers of interexchange service. A customer may presubscribe to such provider's service to originate calls on a direct dialed basis or to receive 800 service from such provider, or may access a provider on an ad hoc basis by dialing the provider's Carrier Identification Code (10XXX). At the time of initial subscription, the customer shall designate a Primary Interexchange Carrier (PIC) for intra-LATA and inter-LATA toll service. If the customer does not select an intra-LATA PIC, and does not request blocking of intra-LATA toll calls, the customer must default to 10XXX dialing.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

A. General (Cont'd.)

The following Residential Network Switched Service Options are offered:

- Residential Measured Rate Service
- Residential Flat Rate Service

All Residential Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

The following Custom Calling Service features are offered to Residential Network Switched Service Subscribers:

Three Way Conference, Consultation, Call Transfer (carries a separate MRC and NRC)

Call Forward Busy
Call Forward Don't Answer
Call Forward Variable
Call Waiting (Terminating, and Originating)
Cancel Call Waiting
Speed Calling (One/Two Digit)
Operator Assistance

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

A. General (Cont'd.)

The following features are available with Residential Line Service at an additional charge:

Hunt Group Charges

Hunt Line Charges

Sequential Hunting

Sequential Hunting

Circular Hunting

Circular Hunting

The following CLASS features are offered to Residential Network Switched Service Subscribers:

Caller ID

Block Caller ID

Continuous Redial (Repeat Dialing)

Call Return

Call Trace

Charges for Residential Network Switched Service include a nonrecurring service connection charge and a monthly recurring charge for each line. Monthly recurring charges apply to service features. Measured charges apply to Measured Rate Service but not to Flat Rate Service. Additional rate elements, as described above will apply where applicable.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

B. Measured Rate Service

Measured Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Calls to points within the local exchange area are charged on the basis of call duration in addition to a base monthly charge. Local calling areas are as specified in Section 11.

1. Description

Each Measured Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Measured Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Measured Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

B. Measured Rate Service (Cont'd.)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 12 of this price guide, service activation fees apply as described in Section 3 of this price guide. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier. In such circumstances, the monthly recurring charge to the customer will be the greater of the company's Base Service Line charge set forth below or the charge to the company by the Incumbent Local Exchange Carrier for the link used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the company of the Number Portability arrangement.

Charges for each Measured Rate Service line include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's line based on the total number of calls during the billing period.

See Rate Schedule in Section 14 of this price guide.

3. Local Measured Service Time Periods:

See Time Periods and Rate Schedule in Section 14 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

C. Flat Rate Service (Cont'd.)

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling areas are as specified in Section 11.

1. Description

Each Flat Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Flat Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.1 Residential Network Switched Services (Cont'd.)

C. Flat Rate Service (Cont'd.)

2. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in the Rate Schedule in Section 12 of this price guide, service activation fees apply as described in Section 3 of this price guide. In certain circumstances, service to customers may require the use of a link (and, or) number portability arrangements provided by the Incumbent Local Exchange Carrier.

Charges for each Flat Rate Service line include a monthly recurring Base Service Charge.

See Rate Schedule in Section 14 of this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.2 Business Network Switched Services

The following Business Network Switched Service Options are offered:

- Business Measured Rate Service
- Business Flat Rate Service (available in select markets only)

All Business Network Switched Service may be connected to customer-provided terminal equipment such as station sets or facsimile machines. Service may be arranged for two-way calling, inward calling only or outward calling only.

For a list of features offered to Business Network Switched Service Subscribers, see Section 5.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.2 Business Network Switched Services (Cont'd.)

The following features are available with Business Line Service at an additional charge.

Hunt Group Changes
Sequential Hunting
Circular Hunting

Hunting Line Changes
Sequential Hunting
Circular Hunting

For a list of features offered to Business Network Switched Service Subscribers, see Section 5.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.2 Business Network Switched Services (Cont'd.)

A. Basic Business Line Service

1. General

Basic Business Line Service provides a customer with a one or more analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling service is available at a flat rate included in the line price (in select markets only), or on a measured usage basis (in all markets). Basic Business Lines are provided for connection of customer-provided single-line terminal equipment such as station sets or facsimile machines.

Each Basic Business Line has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop start

Pulse Types: Dual Tone Multifrequency (DTMF) or Dial Pulse (DP)

Directionality: Two-Way, In-Only, or Out-Only, at the option of the customer

2. Measured Rate Basic Business Line Service

a. Description

Calls to points within the local exchange area are charged on the basis of the duration of completed calls originating from the customer's service in addition to a base monthly charge. Local calling areas are as specified in Section 11.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.2 Business Network Switched Services (Cont'd.)

A. Basic Business Line Service (Cont'd.)

3. Flat Rate Service (Available in select markets only)

Flat Rate Service provides the customer with a single, analog, voice-grade telephonic communications channel that can be used to place or receive one call at a time. Local calling areas are as specified in Section 11.

a. Description

Each Flat Rate Service Line corresponds with a single, analog, voice-grade channel that can be used to place or receive one call at a time. Flat Rate Service lines are provided for connection to a single, customer, customer-provided station set or facsimile machine.

Each Flat Rate Service has the following characteristics:

Terminal Interface: 2-wire

Signaling Type: Loop Start

Pulse Type: Dual Tone Multi-Frequency (DTMF) or Dial Pulse (DP)

Directionality: Two-way, In-Only, or Out-Only, as specified by the customer.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.2 Business Network Switched Services (Cont'd.)

B. PBX Trunk Service Basic Business Line Service

1. DS1 PBX Trunk Service

a. Recurring and Nonrecurring Charges

In addition to the nonrecurring charges listed in Section 12 of this price guide, service activation fees apply as described in Section 3 of this price guide. Charges for each Measured Rate DS1 PBX Trunk include a monthly recurring Base Service Charge and usage charges for completed calls originated from the customer's lines based on the duration of calls during the billing period. In certain circumstances, service to customers may require the use of private line facilities obtained by the company from the Incumbent Local Exchange Carrier or another underlying provider. In such circumstances, the monthly recurring charges to the customer will be the greater of the Company's Monthly Recurring Charges set forth below or the charge to the Company by the Incumbent Local Exchange Carrier or other underlying provider for the private line facility used to serve the customer. If the customer is served through a Number Portability Arrangement, the monthly charge to the customer will be increased by the applicable charge from the Incumbent Local Exchange Carrier to the Company of the Number Portability Arrangement.

Where appropriate facilities do not exist, special construction charges apply.

b. Measured Usage Charges

Measured usage charges for DS1 Trunks may or may not be the same as those indicated for a basic business line as described in Section 7.2.1.B. See Section 12 for specific usage rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.3 Freeway II Service

A. Basic Description

This product credits certain usage sensitive charges for calls placed between end users served by the Company within local calling areas. Unless as otherwise stated in the conditions set forth in 14.3.3.2 below, the Company will credit local usage charges on any calls placed between end user telephone numbers that are subscribed to the Company's service, in an amount not to exceed 50% of the client's total local usage charges.

Local usage between end users served by the Company in excess of maximum credit amount will be billed at standard local usage rates.

Customers that did not average a credit of more than \$30.00 per month in 2004 will no longer be eligible for this Freeway II Service.

B. Conditions

1. "Free calling" coverage under Freeway as described above will be applied to customer telephone numbers that are using the Company's Local Service provided over Company-owned facilities.
2. Freeway coverage will not apply in the following situations:
 - a. InterLATA calling.
 - b. IntraLATA calling
 - c. Calls placed to access the Company's Internet service affiliate or other Internet Service Providers whose dial-up numbers are subscribed to the Company's Local Service.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.3 Freeway II Service (Cont'd.)

B. Conditions (Cont'd.)

2. Freeway coverage will not apply in the following situations: (Cont'd.)

d. Any type of Calling Card or toll-free usage long distance plan.

e. Calls placed between customer locations for the purpose of transmitting data:

1. For the purposes of Section 14.3.3, any telephone number that is being used primarily for data transmission will be considered to be a "data transmission number."

2. If a telephone number is being used to transmit data, that number will be restricted from originating free calls under Freeway II Service, and usage sensitive charges will apply to all calls originating from that number.

3. For auditing purposes, the Company will assume that a customer's telephone number is being used for data transmission if the average daily calling volume of that telephone number exceeds 480 minutes (8 hours) over any single workweek (Monday through Friday) or any single weekend (Saturday through Sunday).

4. Usage charges will apply on all calls placed over a telephone number during the month in which it was initially determined that said number was a data transmission number based on the criteria set forth in paragraph c. Usage charges will be applied to the calling volume for succeeding months until it can be determined that the customer's telephone number is not a data transmission line.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.3 SERVICE DESCRIPTIONS (Cont'd.)

14.3.3 Freeway II Service (Cont'd)

B. Conditions (Cont'd.)

2. Freeway coverage will not apply in the following situations: (Cont'd.)

e. Calls placed between customer locations for the purpose of transmitting data: (Cont'd.)

5. Freeway can be reinstated on a telephone number previously identified as a data transmission number if the client can satisfactorily prove that said number will no longer be used to transmit data.

f. Calls placed to end users previously but not currently subscribed to the Company's service. The Company will, as required by this price guide, bill the customer for usage charges for calls placed to other end users that do not currently subscribe to the Company's service. This condition shall apply to calls terminating to end users who previously used the Company's service but had subsequently subscribed to another telecommunications service provider. Therefore, the determination of whether or not usage charges will apply on specific calls is beyond the control of the Company. Given such situations, the Company cannot guarantee that, during any specific period of time, usage charges will not apply to calls placed by the customer to specific parties.

g. Non-facilities based customers.

C. Rates and Charges

	Monthly Recurring Charge
Xchange Line, per line	\$1.86 (I)
Voice Path T-1, per T-1	\$11.25 (I)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET

14.4.1 Basic Service

The Choice Path product set consists of voice and data services provided to the customer's location via a T-1 circuit.

Customers will have the option of selecting one of three types of T-1 circuits:

- Voice Only
- Data Only
- Integrated Voice & Data (both services on same T-1 circuit)

The Choice Path products are provided on a per channel basis (subject to certain minimums) for both voice and data services. Voice usage over a T-1 is rated on a per minute basis. Channels for data service will be provided at specific bandwidth amounts. If the customer needs the T-1 circuit provisioned as an ISDN PRI circuit, an additional charge for the circuit will apply.

The minimums for the different type of Path products are as follows:

- Voice Only: 15 channel minimum
- Integrated Voice and Data: 10 channel minimum (total of all voice and data channels)
- Data Only: no minimum number of channels
- ISDN PRI circuit: 23 B and 1D channel must be purchased (full circuit)

14.4.2 Choice Call Pack

Choice Path customers will need to select a local Choice Call Pack (refer to section 4.2.1.1 for description) for all voice channels on their T-1 circuit or usage will be rated at the standard rate indicated in Section 12; customers who choose Choice One Plus service may also choose a toll Choice Call Pack (refer to section 4.2.2.B for description) for their Choice Path voice channels. Each channel within a service location must have the same usage plan. Minutes may be aggregated across all channels within the service location.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd.)

14.4.3 Discounts on the Choice Path Product Set

- A. There are two ways a customer may receive a discount off of the monthly recurring charge for Path Channels (either voice or data):
1. Term discount: Choice One offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 2. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a qualified Choice One voice product and a qualified Choice One data product. Eligible voice products include Choice Xchange lines, Choice Xchange Advantage lines, or Choice Path voice services. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, both services must be at the same physical service.

- * Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this price guide.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd.)

14.4.4 Rates & Charges

A. Choice Path Voice Channel Rate:

Term/Product Discount for Choice Path Channels
Per Channel Reduction

<u>Term Length</u>	<u>Voice Only</u>	<u>Voice & Data</u>	<u>PRI Option</u>	
Month-to-Month	\$71.53	\$71.53	\$265.52	(I)
12 Months	\$53.20	\$51.19	\$202.94	
36 Months	\$51.19	\$45.66	\$202.94	
60 Months	\$47.68	\$41.61	\$202.94	(I)

* For PRI option: Client must order 23 channels total

B. Data T-1 Pricing

Data Only T-1 For Data Only Locations
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$1,101.92	\$1,261.23	\$1,393.97	\$1,540.01	(I)
12 Month	\$842.18	\$963.94	\$1,065.39	\$1,177.01	
36 Month	\$781.30	\$903.06	\$1,004.5	\$1,116.13	
60 Month	\$679.82	\$801.58	\$913.23	\$1,126.26	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>	
Month to Month	\$1,672.78	\$1,792.25	\$1,898.47	\$1,978.13	\$2,057.78	(I)
12 Month	\$1,278.48	\$1,369.79	\$1,450.98	\$1,511.87	\$1,572.74	
36 Month	\$1,217.60	\$1,308.92	\$1,390.10	\$1,450.98	\$1,511.87	
60 Month	\$979.36	\$1,207.45	\$1,288.63	\$1,349.50	\$1,410.39	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd.)

14.4.4 Rates & Charges (Cont'd.)

B. Data T-1 Pricing (Cont'd)

Data Only T-1 For Locations With Voice And Data
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$1,181.56	\$1,327.61	\$1,473.64	\$1,619.68	(I)
12 Month	\$781.30	\$903.06	\$1,004.50	\$1,116.13	
36 Month	\$679.82	\$801.58	\$913.23	\$1,024.81	
60 Month	\$598.66	\$710.26	\$821.89	\$923.35	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>	
Month to Month	\$1,752.42	\$1,858.64	\$1,964.84	\$2,057.79	\$2,137.42	(I)
12 Month	\$1,058.78	\$1,308.92	\$1,390.10	\$1,450.98	\$1,511.87	
36 Month	\$1,126.26	\$1,207.45	\$1,288.63	\$1,349.50	\$1,410.39	
60 Month	\$1,024.81	\$1,116.13	\$1,207.45	\$1,278.48	\$1,349.50	(I)

Data On Integrated T-1, (Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$623.98	\$902.77	\$1,181.56	\$1,460.37	(I)
12 Month	\$355.14	\$578.36	\$781.30	\$994.41	
36 Month	\$294.26	\$507.32	\$710.26	\$913.23	
60 Month	\$253.68	\$446.45	\$639.24	\$821.89	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	
Month to Month	\$1,659.48	\$1,858.64	\$1,964.84	\$2,057.79	(I)
12 Month	\$1,146.57	\$1,308.92	\$1,390.10	\$1,450.98	
36 Month	\$1,065.39	\$1,207.45	\$1,288.63	\$1,349.50	
60 Month	\$963.94	\$1,116.13	\$1,207.45	\$1,278.48	(I)

C. Toll Free Service

1. Usage Rates
Per Minute Rate: \$0.06

2. Other Rates & Charges

The usage rate cited above will apply to Toll Free Service in addition to all recurring and nonrecurring charges assessed on the customer for services used (and activities performed) in conjunction with Toll Free Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET

14.5.1 Basic Service

The Choice Path product set consists of voice and data services provided to the customer's location via a T-1 circuit.

Customers will have the option of selecting one of three types of T-1 circuits:

- Voice Only
- Data Only
- Integrated Voice & Data (both services on same T-1 circuit)

The Choice Path products are provided on a per channel basis (subject to certain minimums) for both voice and data services. Voice usage over a T-1 is rated on a per minute basis. Channels for data service will be provided at specific bandwidth amounts. If the customer needs the T-1 circuit provisioned as an ISDN PRI circuit, an additional charge for the circuit will apply.

The minimums for the different type of Path products are as follows:

- Voice Only: 15 channel minimum
- Integrated Voice and Data: 10 channel minimum (total of all voice and data channels)
- Data Only: no minimum number of channels
- ISDN PRI circuit: 23 B and 1D channel must be purchased (full circuit)

14.5.2 Choice Call Pack

Choice Path customers will need to select a local Choice Call Pack (refer to section 4.2.1.1 for description) for all voice channels on their T-1 circuit or usage will be rated at the standard rate indicated in Section 12; customers who choose Choice One Plus service may also choose a toll Choice Call Pack (refer to section 4.2.2.2 for description) for their Choice Path voice channels. Each channel within a service location must have the same usage plan. Minutes may be aggregated across all channels within the service location.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

14.5.3 Discounts on the Choice Path Product Set

- A. There are two ways a customer may receive a discount off of the monthly recurring charge for Path Channels (either voice or data):
1. Term discount: Choice One offers savings to customers committing to a term agreement of 12, 36, or 60 months for all services
 2. Multiple Services Discount: In addition to term discounts, customers may receive a discount for selecting both a qualified Choice One voice product and a qualified Choice One data product. Eligible voice products include Choice Xchange lines, Choice Xchange Advantage lines, or Choice Path voice services. Eligible data products include either DSL or T1 access to the Internet. Dial-up Internet access, Web Hosting and Web Design are not eligible products for this discount. The multiple services discount does not apply to customers taking services on a month-to-month basis.

The two methods of discounting referred to in Rules 1 & 2 above may be combined for greater savings. To qualify for the discount set forth in Rule 2 above, both services must be at the same physical service.

- * Many of the qualified data products referred to in subsection A.2 above are either deregulated or regulated solely as interstate services; such services, therefore, are not subject to the terms and conditions set forth in this price guide.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

14.5.4 Rates & Charges

A. Choice Path Voice Channel Rate: \$34.56 (I)

Term/Product Discount for Choice Path Channels Per Channel Reduction

Term Length	Voice Only	Voice & Data	
Month to Month	\$56.81	\$50.22	(I)
12 Months	\$43.40	\$35.88	
36 Months	\$36.52	\$33.91	
60 Months	\$36.52	\$31.02	(I)

- For Voice Only Path, a minimum of 15 channels must be purchased. For an integrated Path, a minimum of 10 channels must be purchased.
- Discount only applies to the voice channel monthly recurring charge(s).

B. Choice Call Local Measured Service Packages

Included Minutes*	Monthly Recurring Charge	Add'l Minute Rate
0	\$0.00	\$0.019
300	\$12.75 (I)	\$0.016
500	\$19.90 (I)	\$0.015
700	\$26.01 (I)	\$0.014
1000	\$34.52 (I)	\$0.013
2000	\$63.72 (I)	\$0.012
3000	\$79.67 (I)	\$0.010

- Minutes are purchased per voice channel but can be shared across all voice channels/lines at the same service location.

C. Choice Call Toll Packages

Included Minutes	Monthly Recurring Charge	Add'l Minute Rate
0	\$0.00	\$0.065
100	\$15.41 (I)	\$0.058
200	\$28.18 (I)	\$0.053
300	\$39.02 (I)	\$0.049
600	\$71.70 (I)	\$0.045
1000	\$106.20 (I)	\$0.040
1500	\$139.38 (I)	\$0.035

- Minutes are purchased per voice channel but can be shared across all channels/lines at the same service location.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

14.5.4 Rates & Charges (Cont'd.)

D. Data T-1 Pricing

Data Only T-1 For Data Only Locations
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$570.87	\$767.35	\$995.68	\$1,192.17	(I)
12 Month	\$436.30	\$586.47	\$761.00	\$911.17	
36 Month	\$424.14	\$566.18	\$728.54	\$850.30	
60 Month	\$403.86	\$505.29	\$647.37	\$781.30	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>	
Month to Month	\$1,399.29	\$1,630.30	\$1,802.87	\$1,988.75	\$2,121.50	(I)
12 Month	\$1,069.47	\$1,246.03	\$1,377.92	\$1,519.96	\$1,621.44	
36 Month	\$994.41	\$1,138.47	\$1,286.60	\$1,418.51	\$1,499.68	
60 Month	\$941.62	\$1,085.69	\$1,215.57	\$1,357.61	\$1,450.98	(I)

Data Only T-1 For Locations With Voice And Data
(No Minimum Number of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$597.41	\$793.90	\$1,032.86	\$1,242.64	(I)
12 Month	\$424.14	\$566.18	\$728.54	\$870.57	
36 Month	\$395.72	\$525.60	\$679.82	\$909.12	
60 Month	\$363.25	\$474.87	\$566.18	\$720.42	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>	
Month to Month	\$1,473.64	\$1,715.27	\$1,855.99	\$2,063.09	\$2,227.71	(I)
12 Month	\$1,012.64	\$1,197.30	\$1,349.50	\$1,491.55	\$1,576.78	
36 Month	\$931.47	\$1,105.98	\$1,239.91	\$1,349.50	\$1,457.06	
60 Month	\$890.89	\$1,045.11	\$1,158.75	\$1,268.34	\$1,1369.79	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 14 - GRANDFATHERED SERVICES II (CONT'D.)

14.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

14.5.4 Rates & Charges (Cont'd.)

D. Data T-1 Pricing (Cont'd)

Data On Integrated T-1
(Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$344.02	\$551.81	\$782.72	\$967.42	(I)
12 Month	\$263.82	\$424.14	\$582.43	\$783.35	
36 Month	\$215.13	\$381.52	\$535.73	\$708.23	
60 Month	\$188.73	\$338.91	\$464.70	\$647.37	(I)
<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	
Month to Month	\$1,235.26	\$1,491.53	\$1,613.89	\$1,630.90	(I)
12 Month	\$972.06	\$1,197.30	\$1,349.50	\$1,491.55	
36 Month	\$890.89	\$1,111.77	\$1,239.91	\$1,349.50	
60 Month	\$850.30	\$1,045.11	\$1,158.75	\$1,268.34	(I)

E. PRI Option

In addition to rates and charges associated with ChoicePath channels and bandwidth, customers who elect to have the PRI Option will pay the following monthly recurring charge:

Note: a full T-1 circuit must be purchased for PRI service (23 B channels and 1 D channel).

Per Month, Per Circuit: \$265.52 (I)

F. Toll Free Service

1. Usage Rates
Per Minute Rate: \$0.0600

2. Other Rates & Charges

The usage rate cited above will apply to Toll Free Service in addition to all recurring and nonrecurring charges assessed on the customer for services used (and activities performed) in conjunction with Toll Free Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES

The rates provided in Section 15 apply to Customers that are currently in a Service Term agreement with the Company. All Customers being provided Month to Month services through an expired service term or who have never had a contractual relationship with the Company will find the rates for their specific out of contract services in Section 17 - Non-Term Rates.

15.1 RESERVED FOR FUTURE USE

15.2 RESERVED FOR FUTURE USE

15.3 One Communications Features

15.3.1 One Communications Analog Voice Features and Service Options

Call Forward Variable (All Calls)

Customers can forward calls to another number. Calls can be forwarded to domestic, offshore (Hawaii, Alaska, U.S. Virgin Islands, Puerto Rico, Guam and Northern Marianas), or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed from the Customer's own phone.

Call Forwarding Remote Access

Allows the Customer to activate and deactivate Call Forward Variable from any location. Call Forwarding Remote Access will only work when paired with Call Forward Variable. This feature can be activated/deactivated when needed from the Customer's own phone.

Call Forward Busy

Customer designates the number that the line will be forwarded under the conditions of busy. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Call Forward No Answer

Customer designates the number that the line will be forwarded under the conditions of no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Call Forward Busy/No Answer

Customer designates the number that the line will be forwarded under the conditions of busy or no answer. Calls can be forwarded to domestic, offshore, or cellular numbers. The Customer manually enters the number to which calls will be forwarded. The Customer is billed any usage charges for the forwarded call. This feature can be activated and deactivated when needed.

Three-Way Calling

Allows the Customer to add a third party to an existing conversation utilizing a single line.

Call Transfer

Allows the Customer to transfer incoming calls to other destinations, internal or external. This feature also gives the Customer the ability to make three-way conference calls at no additional charge.

Call Waiting

Provides a short tone that lets the Customer know someone else is calling while they are on the phone. The first call can be put on 'hold' to allow the second call to be answered. This feature gives the Customer the ability to handle more than one call at a time.

Caller ID Number

Caller ID Number displays the originating number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Speed Dialing (8)

Allows the Customer to dial frequently called numbers by using a one-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of eight numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Enhanced Speed Dialing (30)

Allows the Customer to dial frequently called numbers by using a two-digit code. Each line can have its own individual list of speed dial numbers, up to a maximum of thirty numbers. Speed dialing can be programmed with domestic, offshore, Canadian and other international numbers if there are no toll restrictions on the line. This feature can be activated and deactivated when needed from the Customer's own phone.

Verified or Non-Verified Account Codes (analog or digital):

Account codes offer the Customer the ability to identify and track calls by user and/or department so they can easily review all calling records and charge back costs to specific departments or clients. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for intrastate interLATA and interstate long distance.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Outbound Caller ID

Outbound caller ID is the information that is sent from the Company to the caller ID unit on the terminating end of the call. The standard information sent is the account name and the billing telephone number (BTN). This feature has a character limitation of 15 characters.

Multi-Line Hunting

All local telephone lines that are part of the same account can be set up to hunt. Hunting allows calls to a line to rollover to the next available line in the group when the first line is busy. Customers can have more than one hunt group. Customers can also choose to leave individual lines out of a hunt group. Customers will have the ability to present Outbound Caller ID from either the lead line of the hunt group or an individual calling line.

Caller ID Blocking

Caller ID Blocking (also referred to as Call Privacy) allows Customers to block their name and number from being displayed on a caller ID unit at the terminating end of the call. This feature is turned on or off at the switch level and can be deactivated by the Customer on a per call basis.

Anonymous Call Rejection

Allows Customers to prevent callers who intentionally block their number from getting through on their line. This feature is only available to Customers with Caller ID Number or Caller ID Name & Number. This feature can be activated and deactivated when needed from the Customer's own phone.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Distinctive Ring

This feature allows a Customer to have two telephone numbers associated with a single line. Each telephone number has a unique ringing pattern and does not require an additional line. The ring of the incoming call is determined by which telephone number has been dialed. Two different ring patterns are available.

Group Call Pick-Up

This feature will enable a Customer to answer an incoming call that has terminated to another user's station in the defined call pick-up group. A call pick-up is accomplished by dialing a pick-up access code while the called station is ringing. If more than one station in the group is ringing, the station that has begun ringing first will be intercepted first.

Call Hold

This feature allows the Customer to place a caller on hold for an extended period of time. The Customer simply presses the flash hook and hangs up the phone. To return to the call the Customer picks up the handset. This feature allows the Customer to make an outbound call while the other call is on hold.

Assume or Dial 9

Assume 9 means the Customer is not required to dial 9 to get an outside line. Dial 9 means the Customer is required to dial 9 to get an outside line.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Abbreviated Dialing

Allows a Customer to dial only the last three, four, or five digits of a phone number that is associated with the Customer's physical service location. This feature works between multiple locations of the same Customer if all locations are within the same local calling area.

Call Return

A recording will give the Customer the number, date and time of the last incoming call. The Customer can have the number redialed automatically. If the last incoming call was blocked or the call was from a network with limited capabilities, the Customer will hear a message that the number they are trying to reach is private and cannot be called. Call Return will continue trying to connect the call for up to 30 minutes. This feature can be activated when needed from the Customer's own phone.

Continuous Redial

Automatically redials the most recent outgoing call, freeing the Customer to move on to other things, including using the phone for other calls. This feature can be activated and deactivated when needed from the Customer's own phone.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.1 One Communications Analog Voice Features and Service Options (Cont'd)

Caller ID Name and Number

Caller ID Name and Number displays both the originating name and number of an incoming call on a display unit provided by the Customer. The Company does not provide the digital display box needed to use this feature. Some numbers may not display for a variety of reasons, including:

- Calls placed through a long distance carrier
- Calls from an area where caller ID is not available
- Calls placed from cellular phones
- Calls from someone who has activated caller ID blocking

Call Waiting with Caller ID Name & Number

This feature allows Customers to view the name and number of an incoming call while another call is already in progress. The name and number will be displayed on the incoming call after the first call waiting tone is heard. Feature functionality cannot be obtained by purchasing Caller ID and Call Waiting separately.

Direct Line Connect

Direct Line Connect allows an analog line to automatically dial a designated number whenever the originating line goes off-hook. This feature is assigned to a phone line that must be used only for one purpose. 911 cannot be the designated number.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options

Standard or PRI Configuration

Standard 24B channel configuration with 56 kbps for each channel (8 kbps removed for signaling and call control) or PRI 23B + 1D configuration with 64 kbps clear channel on all B channels and signaling/call control on the D channel.

Hunting

- Lowest available channel: Use the lowest available channel in the lowest available DS1.
- Highest available channel: Use the highest available channel in the highest available DS1.
- Least idle: Use the available channel that has been idle for the shortest time.
- Most idle: Use the available channel that has been idle for the longest time. (PRI Only Option)

Direct Inward Dialing (DID)

Direct Inward Dialing enables the Customer to have fewer lines than extensions, while still having a unique number for each extension, callable from outside the Customer's location. The Company will allocate a range of telephone numbers and present them to the Customer's PBX so that the PBX can appropriately route the call based on the digits dialed.

Direct Outward Dialing (DOD)

Direct Outward Dialing allows subscribers within a Customer's PBX system to connect to outside lines directly. Using a DOD, Customers can provide each person or workstation within their company the ability to dial numbers directly.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Direct Inward Dialing and Direct Outward Dialing (DID/DOD)

Both Direct Inward Dialing and Direct Outward Dialing may be furnished over the same facility.

Outbound Caller ID Name & Number

Outbound Caller ID Name & Number displays the subscriber's directory name and number on the caller ID device of the called party. This feature has a 15-character limitation.

Inbound Caller ID Number Only

Inbound Caller ID Number is only available with PRI service only and provides the number of the calling party to the party being called.

Verified or Non-Verified Account Codes (analog or digital)

Account codes provide Customers with the ability to identify and track calls by user and/or department. Two types of account codes are offered: Verified and Non-Verified. Requests for more than 100 account codes must be made via special request. Verified or non-verified account codes with two to eight digits are available for local, toll, intrastate interLATA and interstate long distance.

ESF/B8ZS or D4/AMI Circuit Framing

Extended Super Frame/Binary 8 Zero Suppression and D4/Extended Super Frame are the two framing configurations that are available with the Company's Digital Voice solutions. D4/AMI service is subject to availability.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Non-Facility Associated Signaling (NFAS) for ISDN PRI option

NFAS allows a single D channel to control multiple PRI's. Customers who desire redundancy in the event of facility failure have the option of ordering additional backup D channels, which will be furnished for a charge.

Inbound Caller ID Name & Number

With Inbound Caller ID Name & Number, the name and number of the calling party is transmitted with a call and displayed on a Customer's Caller ID capable phone. The feature will not work if the Customer does not have PRI and Caller ID capable equipment.

Direct Inward Dialing Number Blocks:\

The Company will provide telephone numbers for direct inward dialing number service in blocks of 20, 50 or 100. A monthly recurring charge applies for each block ordered.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.2 One Communications Digital and PRI Voice Features and Service Options (Cont'd)

Digit Transposition/Manipulation for DID Digits

The Company will have the ability to transpose DID digits sent through its Lucent switches. There is a non-recurring charge for this service option.

Trunk Call Forwarding Service

Trunk Call Forwarding Service provides fixed forwarding in a busy or out of service condition.

Two B Channel Transfer

This feature enables subscribers to transfer calls from one user to another.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.3 One Communications Blocking Features

The following blocking options are available to Customers. A non-recurring service order charge will apply when blocking options are ordered subsequent to the installation of service.

Block Third Party Billed

Blocks the origination of third-party billed calls.

Block Collect Calling

Blocks the origination of collect calls.

Block International

Blocks the origination of direct-dialed international calls.

Block 1010XXX

Blocks the ability to use dial-around toll calling (casual dialing).

Block 900 Calls

Blocks the ability to complete calls to 900 numbers.

Block 976 Calls

Blocks the ability to complete calls to 976 numbers.

Block 700 Calls

Blocks the ability to complete calls to 700 numbers.

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.3 One Communications Blocking Features (Cont'd)

Caller ID Blocking

Allows callers to block their name and number from being displayed on a caller ID unit at the terminating end of the call.

Block DA

Blocks calls to 411 or 555-1212.

Block Call Return

This option enables Customers to block call return on a line.

Block Call Trace

This option enables Customers to block call trace on a line.

Block Continuous Redial

This option enables Customers to block the continuous redial feature on a line.

Toll Restrict

This feature blocks toll and operator-assisted calls.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.4 Rates

Monthly recurring charges for One Communications Features are set forth below. Any non-recurring charges associated with adding or removing features on a Customer's service are covered in the One Communications Miscellaneous Charges section of this price guide.

One Communications Analog Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$24.01
Call Waiting with Caller ID Name & Number	\$39.18
Direct Line Connect	\$ 4.40
Call Forward Busy	\$ 5.81
Call Forward Busy/No Answer	\$10.13
Call Forward No Answer	\$ 5.81
Call Forward Variable (All Calls)	\$15.17
Call Return	\$12.01
Call Transfer	\$11.37
Call Waiting and Cancel Call Waiting	\$15.17
Caller ID Number	\$21.49
Continuous Redial	\$ 8.83
Distinctive Ring	\$17.71
Enhanced Speed Dialing (30)	\$15.17
Speed Dialing (8)	\$13.26
Call Forwarding Remote Access	\$ 5.05
Three-Way Calling	\$15.80

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.3 One Communications Features (Cont'd)

15.3.4 Rates (Cont'd)

One Communications Digital and PRI Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$126.43
NFAS Backup D Channel	\$126.43
DID Individual Number	\$0.19
DID Block of 20 Numbers	\$14.55
DID Block of 50 Numbers	\$13.26
DID Block of 100 Numbers	\$26.55
Call Forward on Trunks	\$50.52
Two B Channel Transfer	\$126.43

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15.3.4 Rates (Cont'd)

One Communications Blocking Features	Monthly Recurring Charge
Block Third Party Billed	No Charge
Block Collect Calling	No Charge
Block International	No Charge
Block 1010XXX	No Charge
Block 900 Calls	No Charge
Block 976 Calls	No Charge
Block 700 Calls	No Charge
Caller ID Blocking	No Charge
Block DA	No Charge
Block Call Return	No Charge
Block Call Trace	No Charge
Block Continuous Redial	No Charge
Toll Restrict	No Charge

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.4 One Communications Pay Per Use Features

15.4.1 Description of Services

Charges for the following features are incurred on a per activation basis:

Cancel Call Waiting

When activated this feature suspends the call waiting service feature for the duration of a call.

Per Call Return

When activated this feature provides Customers with the number, date and time of the last incoming call. Customers also have the option to have the last called number redialed automatically. Feature available is subject to compatibility with network facilities and calling party user specifications.

Continuous Redial

Continuous Redial automatically redials the most recent outgoing call until the call is completed or the feature is deactivated.

Per Call ID Blocking

Per Call ID blocking allows Customers to block their name and number from being displayed on a Called Party's caller ID device .

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.4 One Communications Pay Per Use Features (Cont'd)

15.4.1 Description of Services (Cont'd)

Per Call Display

Per Call Display enables Customers to disable Caller ID Blocking on a line on a per call basis.

Call Trace

Call Trace enables Customers to initiate a trace of the most recent incoming call immediately after terminating the call. When activated the calling party number of the most recent call will be captured and stored by the company. Calling party information will only be released to Law Enforcement as required by law.

Anonymous Call Rejection

Anonymous Call Rejection allows a Customer to prevent callers who block delivery of their calling party information. This feature is only available to Customers with Caller ID Number or Caller ID Name and Number

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.4 One Communications Pay Per Use Features (Cont'd)

15.4.2 Rates

One Communications Pay Per Use Features	Per Use Charge
Cancel Call Waiting	\$0.00
Per Call Return	\$0.75
Continuous Redial	\$0.75
Per Call ID Blocking	\$0.00
Per Call Display	\$0.00
Call Trace	\$4.00
Anonymous Call Rejection	\$0.00

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.5 One Communications Directory Listings

15.5.1 Description of Services

Customers are provided one free white page and one free yellow page main listing for each Billing Telephone Number (BTN). Customer's requiring special Yellow Page advertisements (i.e. a 3-color box ad in the yellow pages) must coordinate such arrangements directly with the applicable Publisher.

- A. Customers may purchase additional white page listings for a monthly per listing fee. The following types of additional white page listings are available:
1. Additional White Page Listing (includes extra listing, cross reference, duplicate, foreign, alternate number, extra line, reference, indented, toll-free, where available)
 2. Non Published (private)
 3. Non-Directory Listed (semi-private)
 4. National Toll-Free Directory Listing
 5. State Directory Toll-Free Assistance Listing
 6. Call Intercept

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.5 One Communications Directory Listings (Cont'd)

15.5.2 Rates

The monthly rates for One Communications Directory Listings are described below. Applicable non-recurring charges associated with adding or changing a Customer's directory listings are covered in the One Communications Miscellaneous Charges section of this price guide.

One Communications Directory Listings	Monthly Recurring Charge
Additional White Page Listing	\$14.55
Non Published (private)	\$14.55
Non-Directory Listed (semi-private)	\$14.55
National Toll-Free Directory Listing	\$50.59
State Directory Toll-Free Assistance Listing	\$50.59
Call Intercept	\$0.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.6 One Communications Operator Services and Directory Assistance

15.6.1 Operator Services

Intrastate Usage Rate, per minute: \$0.89 (C)(I)

Operator Services – Operator Handled Calls	Per Use Charge
Customer Dialed Calling Card	\$4.99
Operator Must Dial Calling Card	\$4.99
Operator Dialed Calling Card	\$5.50
Collect - Automated	\$4.99
Collect – Operator Handled	\$6.50
Third Party - Automated	\$4.99
Third Party – Operator Handled	\$9.99
Sent Paid – Non-Coin – Automated	\$4.99
Sent Paid – Non-Coin – Operator	\$9.99
Person-to-Person	\$9.99
Operator Dialed Surcharge	\$2.15
General Assistance	\$1.99
Busy Line Verification	\$9.99
Busy Line Verification Interrupt	\$9.99

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.6 One Communications Operator Services and Directory Assistance (Cont'd)

15.6.2 Directory Assistance

Directory Assistance	Per Listing
Local Directory Assistance	\$1.99 (I)
National Directory Assistance	\$1.99 (I)
Toll-Free Directory Assistance	\$0.00

Directory Assistance Call Completion	Per Request
Local Directory Assistance Call Completion	\$0.35

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.7 One Communications Miscellaneous Charges

15.7.1 Installation

A non-recurring charge applies to the installation of a new service arrangement and to any move, add or change in the Customer's service that is requested subsequent to installation of the initial service.

	Nonrecurring Charge
OneSolutions Essential Install Charge 1 yr	\$249.00
OneSolutions Essential Install Charge 2 yr	\$199.00
OneSolutions Essential Install Charge 3 yr	\$149.00
OneSolutions Enhanced Install Charge 1 yr	\$599.00
OneSolutions Enhanced Install Charge 2 yr	\$399.00
OneSolutions Enhanced Install Charge 3 yr	\$199.00
OneSolutions Essential Additional Line Charge	\$39.00
OneSolutions Enhanced Additional Line Charge	\$39.00

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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.1 Installation (Cont'd)

	Nonrecurring Charge
Basic Business Line Install Charge 1 yr	\$43.00
Basic Business Line Install Charge 2 yr	\$43.00
Basic Business Line Install Charge 3 yr	\$43.00
Unlimited Local Business Line Install Charge 1 yr	\$43.00
Unlimited Local Business Line Install Charge 2 yr	\$43.00
Unlimited Local Business Line Install Charge 3 yr	\$43.00
Unlimited Business Line Install Charge 1 yr	\$43.00
Unlimited Business Line Install Charge 2 yr	\$43.00
Unlimited Business Line Install Charge 3 yr	\$43.00
Digital Voice Service Line Install Charge 1 yr	\$599.00
Digital Voice Service Line Install Charge 2 yr	\$399.00
Digital Voice Service Line Install Charge 3 yr	\$199.00

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.1 Installation (Cont'd)

	1 Year NRC, per circuit	2 Year NRC, per circuit	3 Year NRC, per circuit
OneSolutions Complete Install Charge 1.5M – 3.0M	\$999.00	\$499.00	\$199.00
OneSolutions Complete Install Charge 4.5M – 6.0M	\$1,499.00	\$999.00	\$499.00
OneSolutions Complete Install Charge 7.5M – 9.0M	\$1,999.00	\$1,499.00	\$999.00
OneSolutions Complete Install Charge 10.5M – 12.0M	\$2,499.00	\$1,999.00	\$1,499.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)**15.7 One Communications Miscellaneous Charges (Cont'd)****15.7.2 Customer Requested Move, Add or Change (MAC)**

A non-recurring charge applies to any changes made on a line when requested by the Customer subsequent to the first 30 days following installation. Non-recurring charges apply to all requested changes including changes to features, additional directory listings etc. and are in addition to any monthly recurring charges associated with the newly requested service or features. Non-recurring charges will apply on a per order basis.

	NRC
MAC Charge, per order	\$25.00

15.7.3 Service Restoration Charge

In the event a Customer's service is suspended for non-payment, the Company will assess a Service Restoration Charge upon reactivating the Customer's service, once full payment has been received.

If service that has been suspended for non-payment is subsequently disconnected, such disconnection will be treated as a discontinuance of service, in which event termination liability may apply. Following service discontinuance, restoration of service would be treated as a request for new service and installation charges will apply. The Company also reserves the right to secure a deposit as a condition of service when service has been suspended or disconnected for reasons of non-payment

	Nonrecurring Charge
Service Restoration Charge	
Residential	\$19.99
Business	\$100.00 (I)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.7 One Communications Miscellaneous Charges (Cont'd)

15.7.4 Digit Transposition

Digit Transposition, per DID block	Nonrecurring Charge \$4.99
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4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.8 One Communications Usage and Calling Plans

15.8.1 Local Usage

Local usage is offered on an unlimited basis for both OneSolutions Essential and OneSolutions Enhanced.

15.8.2 Domestic Toll Service

All Customers that order OneSolutions Essential or OneSolutions Enhanced products must pre-subscribe to the Company for their toll and Long Distance service.

See the applicable Company interexchange services price guide for One Communications domestic toll service rates and charges.

15.9 One Communications Toll-Free Service

See the applicable Company interexchange services price guide for One Communications toll-free service rates and charges.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.10 One Communications Cancellation and Early Termination of Service

15.10.1 Cancellation of Service

If Customer elects to cancel the service prior to installation, Customer shall owe the Company an amount equal to (I) one month's recurring charge for the service plus (II) the non-recurring charge for such service set forth in this price guide. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of the service cancellation (including any cancellation or early termination fees imposed on the Company by any service provider that was to be utilized to deliver the cancelled service).

15.10.2 Early Termination of Service

If Customer elects to terminate all or any portion of a service furnished pursuant to a fixed-term agreement subsequent to the service installation date but prior to the end of the fixed-term, Customer shall owe the Company an amount equal to the applicable monthly recurring charge for the disconnected service(s) or portion of service multiplied by the number of months remaining in the selected term. The Customer will also be liable to the Company for any direct costs incurred by the Company as a result of early termination (including any cancellation or early termination fees imposed on the Company by any service provider that was utilized to deliver the terminated service).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.11 One Communications Deferral of Service

When a Customer elects to defer service in excess of 30 calendar days from our loop delivery date, a Service Deferment Fee will apply for each product per month until the service is either installed up through 120 calendar days. In no case will deferment of service extend beyond 120 calendar days. Installation deferments exceeding 120 calendar days will be treated as Cancellation and Cancellation charges will apply.

Monthly Deferment charges Schedule by Service

Per DS0	\$15.00
Per OneSolutions Essentials bundle	\$60.00
Per DS1 (Voice, DIA, Integrated, Multi T1 per T1)	\$100.00
Per DS1 Point to Point	\$200.00
Per DS3	\$1,000.00
Per DS3 Point to Point	\$2,000.00

15.12 [RESERVED FOR FUTURE USE]

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4001 Rodney Parham Road
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.13 OneSolutions Essential

15.13.1 General

OneSolutions Essential service is a multifunctional service that provides voice and high speed asymmetrical data services to business customers on an integrated basis over a single high-speed transmission facility. OneSolutions Essential service is only available where suitable facilities permit.

A. Customers selecting OneSolutions Essential will receive:

1. Three initial analog voice DS0 channels and up to three additional DS0 voice grade DS0 channels, which may be purchased on an optional basis.
2. Unlimited local calling.
3. 250 domestic toll and toll-free minutes per line. Minutes will be aggregated across all voice grade DS0 channels included in the OneSolutions Essential service package (limit of 6 DS0s per service package). Included minutes not used within the billing cycle are lost.
4. The following analog voice features are included at no additional charge with OneSolutions Essential: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Group Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, Voice Mail, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Essential may purchase additional One Communications Analog Voice Features at rates set forth in this price guide.
5. High-speed data services at speeds of up to 1.5 Mbps downstream and 768 kbps upstream. Upgrade options for bandwidth at 3 Mbps downstream/768 kbps upstream or 7.1 Mbps downstream/768 kbps upstream may be purchased for an additional MRC.
6. One toll-free number.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.13 OneSolutions Essential (Cont'd)

15.13.2 Restrictions

- A. The maximum number of voice grade DS0 channels that can be ordered with a OneSolutions Essential service package is six. Additional lines purchased outside of OneSolutions Essential are available to Customers and will be provided in accordance with the rates, terms and conditions set forth in the Company's price guide.
- B. A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Essential maximum of 250 minutes per DS0 channel (minutes aggregated across all lines that are part of OneSolutions Essential).
- C. Unlimited local usage applies only to voice grade DS0 channels included in the OneSolutions Essential service package.
- D. Unlimited local minutes included under OneSolutions Essential will only apply to voice grade service and is not available for the following types of applications:
 - 1. Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - 2. Internet dial up connections and other data applications (including access to corporate LANs).
- E. Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Essential local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this price guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.13 OneSolutions Essential (Cont'd)

15.13.2 Restrictions (Cont'd.)

- F. Toll free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- G. Customers that order OneSolutions Essential must pre-subscribe to the Company's toll and Long Distance service.
- H. Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- I. Alarm lines are not available with a OneSolutions Essential service package.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.13 OneSolutions Essential (Cont'd)

15.13.3 Application of Rates

- A. Term Discounts
Discounts are available to customers who subscribe to OneSolutions Essential under one, two or three year term contracts.
- B. Basic Monthly Recurring Charges
Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Essential service.
- C. Domestic Toll and Toll-Free Usage
Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes. See the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

15.13.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Essential 1.5Mb – initial 3 line – Month to Month	\$369.04
OneSolutions Essential 1.5Mb – initial 3 line – 1 year	\$282.06
OneSolutions Essential 1.5Mb – initial 3 line – 2 year	\$267.85
OneSolutions Essential 1.5Mb – initial 3 line – 3 year	\$253.62
OneSolutions Essential 3Mb Upgrade – Month to Month	\$13.28
OneSolutions Essential 3Mb Upgrade – 1 year	\$10.15
OneSolutions Essential 3Mb Upgrade – 2 year	\$10.15
OneSolutions Essential 3Mb Upgrade – 3 year	\$10.15
OneSolutions Essential 7Mb Upgrade – Month to Month	\$106.20
OneSolutions Essential 7Mb Upgrade – 1 year	\$81.18
OneSolutions Essential 7Mb Upgrade – 2 year	\$77.12
OneSolutions Essential 7Mb Upgrade – 3 year	\$75.10
OneSolutions Essential Add Line – Month to Month	\$90.29
OneSolutions Essential Add Line – 1 year	\$69.00
OneSolutions Essential Add Line – 2 year	\$69.00
OneSolutions Essential Add Line – 3 year	\$69.00

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.14 OneSolutions Enhanced

15.14.1 General

OneSolutions Enhanced service provides business Customers with channels of analog or digital voice, high-speed data and as well as intra-company private networking services on an integrated basis via a single transmission facility. OneSolutions Enhanced service is only available where suitable facilities exist.

Customers selecting OneSolutions Enhanced will receive:

- A. Six voice channels. Up to nine additional voice channels may be purchased as part of OneSolutions Enhanced service package.
- B. Unlimited local calling.
- C. 500 domestic toll and toll-free minutes per line. Minutes will be aggregated across all channels included in a OneSolutions Enhanced service package (limit of 15 channels per service package). Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.
- D. The following analog voice features are included at no additional charge with OneSolutions Enhanced: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Return, Call Waiting, Caller ID Number, Distinctive Ring, Call Pick-Up, Continuous Redial, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, 5 Voice Mail boxes, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection, Call Hold, Touch Tone. Customers that choose OneSolutions Enhanced may purchase additional One Communications Analog Voice Features at rates set forth in this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.1 General (Cont'd)

- A. The following digital and PRI voice features are included at no additional charge with OneSolutions Enhanced: Standard or PRI Configuration, Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing and Direct Outward Dialing, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option. Customers that choose OneSolutions Enhanced may purchase additional OneSolutions Digital and PRI Voice Features at rates set forth in this price guide.
- B. OneSolutions Enhanced IP-VPN option is only available where suitable facilities exist.
- C. One toll-free number.
- D. Customers are provided with 20 Direct Inward Dial (DID) Numbers in connection with a One Solutions Enhanced service package.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.2 Restrictions

- A. The maximum number of voice channels that can be ordered under a OneSolutions Enhanced service package is fifteen. Where available, additional lines or channels can be ordered outside of the One Solutions Enhanced service package, provided however, that such additional lines or channels will be provided at the Company's standard market rates. Usage on such additional lines or channels is excluded from the calling plans offered in connection with OneSolutions Enhanced service.
- B. A measured rate (per minute) will apply to domestic toll and toll-free usage in excess of OneSolutions Enhanced maximum of 500 minutes per line (minutes aggregated across all lines that are part of OneSolutions Enhanced).
- C. Unlimited local usage applies only to voice channels that are furnished in connection with the OneSolutions Enhanced service package.
- D. Unlimited local minutes included under OneSolutions Enhanced will only apply to voice grade service and is not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial-up connections and other data applications (including access to corporate LANs).
- E. Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the OneSolutions Enhanced local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this price guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.2 Restrictions (Cont'd.)

- F. Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- G. Customers that order OneSolutions Enhanced must pre-subscribe to the Company for toll and Long Distance service.
- H. Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- I. Alarm lines are not offered in connection with a OneSolutions Enhanced service package.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.14 OneSolutions Enhanced (Cont'd)

15.14.3 Application of Rates

- A. Term Discounts
 Discounts are available to customers who subscribe to OneSolutions Enhanced under one, two or three year term contracts.
- B. Basic Monthly Recurring Charges
 Monthly recurring charges as described below apply to Customers who subscribe to OneSolutions Enhanced service.
- C. Domestic Toll and Toll-Free Usage
 Customers who exceed their allotted domestic toll and toll-free usage number of minutes in any given month will be billed a per minute rate on their overage minutes. See the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

15.14.4 Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Enhanced – initial 6 line – Month to Month	\$1,500.19
OneSolutions Enhanced – initial 6 line – 1 year	\$1,146.57
OneSolutions Enhanced – initial 6 line – 2 year	\$1,045.11
OneSolutions Enhanced – initial 6 line – 3 year	\$943.66
OneSolutions Enhanced Add Line – Month to Month	\$66.38
OneSolutions Enhanced Add Line – 1 year	\$50.73
OneSolutions Enhanced Add Line – 2 year	\$50.73
OneSolutions Enhanced Add Line – 3 year	\$50.73

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.15 One Communications Basic Business Line

15.15.1 General

One Communications Basic Business Line service encompasses analog network access services and is available only for business Customers. One Communications Basic Business Line service provides local service to the Customer's location. Service is only available where suitable facilities exist.

A Local Feature Package is available to Customers selecting One Communications Basic Business Line service. The Local Feature Package includes up to eight calling features for a flat monthly recurring charge per line. Abbreviated Dial, Assume/Dial 9, Call Hold and Group Call Pickup are only available as part of the Features Bundle. Caller ID Name and Number, Call Waiting with Caller ID Name and Number and Direct Line Connect are not available as part of the Local Feature Package.

Customers may purchase additional One Communications Analog Voice Features at rates set forth in this price guide.

- A. Customers may purchase One Communications Basic Business Line service as:
1. Basic Business Line, usage rates apply; or
 2. Unlimited Local Business Lines, includes unlimited local usage; or
 3. Unlimited Business Lines, includes local, local toll and domestic toll service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.2 Restrictions

- A. A maximum of 15 Unlimited Business Lines at one service location is allowed.
- B. In areas where measured service lines are sold, Customer may mix unlimited offerings with measured service lines at the same location. Customer may not mix different types of unlimited offerings at the same service location except in areas where measured local service is not an option.
- C. Unlimited lines are not available for the following types of applications:
 - Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - Internet dial up connections and other data applications (including access to corporate LANs).
- D. Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications Basic Business Line service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this price guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.2 Restrictions (Cont'd.)

- E. Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- F. Customers that order One Communications Basic Business Line service must pre-subscribe to the Company's toll and Long Distance service.
- G. Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.3 Application of Rates

- A. **Basic Monthly Recurring Charges**
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Basic Business Line service under one, two or three year term contracts.
- B. **Local Feature Package**
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Basic Business Line Local Feature Package.
- C. **Local Usage**
Local usage rates will apply to lines not ordered as Unlimited Local Business Lines or Unlimited Business Lines. Local usage is provided on a measured, per minute basis.
- D. **Domestic Toll Usage**
Domestic toll usage rates will apply to lines not ordered as Unlimited Business Lines. Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate. See the One Communications Basic Business Line section of the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.15 One Communications Basic Business Line (Cont'd)

15.15.4 Rates

Basic Monthly Recurring Charges	MRC, per line	MRC per line installed on or after 9/17/09
Basic Business Line – Month to Month	N/A	\$77.64 (I)
Basic Business Line – 1 year	\$47.42 (I)	\$59.35 (I)
Basic Business Line – 2 year	\$43.79 (I)	\$53.26 (I)
Basic Business Line – 3 year	\$40.18 (I)	\$51.23 (I)
Unlimited Local Business Line – Month to Month	N/A	\$120.12 (I)
Unlimited Local Business Line – 1 year	\$76.31 (I)	\$91.80 (I)
Unlimited Local Business Line – 2 year	\$70.88 (I)	\$85.71 (I)
Unlimited Local Business Line – 3 year	\$67.26 (I)	\$81.66 (I)
Unlimited Business Line – Month to Month	N/A	\$166.57 (I)
Unlimited Business Line – 1 year	\$103.40 (I)	\$127.31 (I)
Unlimited Business Line – 2 year	\$97.98 (I)	\$121.22 (I)
Unlimited Business Line – 3 year	\$94.37 (I)	\$117.16 (I)

Local Feature Package	MRC, per line
Basic Business Line – Local Feature Package	\$14.44 (I)

Local Usage	Per Minute Rate
Local Usage, per minute rate	\$0.0150

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service

15.16.1 General

One Communications Digital Voice Service provides a full T1 of voice service with the option to add PRI service. One Communications Digital Voice Service is available to business Customers only. Service is only available where suitable facilities exist.

Customers who subscribe to One Communications Digital Voice Service will be provided with:

- A. Access to the Company's network for purposes of receiving or placing local and long distance calls.
- B. Measured (per minute) local usage.
- C. Long distance service offered in connection with One Communications Digital Voice Service is furnished on a usage sensitive basis and is subject to a per minute rate.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.1 General (Cont'd)

- D. The option to purchase lines bundled with packages of local minutes, local toll minutes, domestic toll minutes and domestic toll-free minutes. Customers who exceed their allotted number of minutes in any given month will be billed a per minute rate on their overage minutes.
1. Digital Voice Service with package of 100,000 Local Minutes
 2. Digital Voice Service with package of 100,000 Local Minutes and 10,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 3. Digital Voice Service with package of 100,000 Local Minutes and 25,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 4. Digital Voice Service with package of 100,000 Local Minutes and 50,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 5. Digital Voice Service with package of 100,000 Local Minutes and 75,000 Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)
 6. Digital Voice Service with package of 100,000 Local Minutes and 100,000 Domestic Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free)

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.1 General (Cont'd)

- E. The following features are included with One Communications Digital Voice Service at no additional charge: Standard or PRI Configuration, Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing and Direct Outward Dialing, Multiple Trunk Group Configuration, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option.
 - 1. For an additional monthly charge, the following features are available with the Company's Digital Voice Service: Inbound Caller ID Name & Number, Direct Inward Dialing Number Blocks, Digit Transposition/Manipulation for DID Digits, Call Forward on Trunks, Two B Channel Transfer and NFAS Backup D Channel.
 - 2. Direct Inward Dial (DID) Number Block of 20 is also included with Digital Voice Service.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.2 Restrictions

- A. One Communications Digital Voice Service must be purchased as full T1.
- B. All usage associated with a purchased package of minutes will be aggregated across all channels included in the Digital Voice Service T1. Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.
- C. Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications Digital Voice Service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this price guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.2 Restrictions (Cont'd.)

- D. Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- E. Customers that order One Communications Digital Voice Service must pre-subscribe to the Company's toll and Long Distance service.
- F. Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.
- G. Lines purchased with packages of calls or minutes may not be available for the following types of applications:
 - 1. Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - 2. Internet dial up connections and other data applications (including access to corporate LANs).

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.3 Application of Rates

- A. **Basic Monthly Recurring Charges**
Monthly recurring charges as described below apply to Customers who subscribe to One Communications Digital Voice Service under one, two or three year term contracts.
- B. **Local Usage**
Local usage is provided on a measured, per minute basis. Local usage rates will apply to lines not ordered with a bundle of local minutes. Customers who exceed their allotted number of local minutes in any given month will be billed a per minute rate on their overage minutes (local usage rate will apply).
- C. **Domestic Toll Usage**
Domestic toll service is furnished on a usage sensitive basis and is subject to a per minute rate. Domestic toll usage rates will apply to lines not ordered with a package of domestic toll minutes. Customers who exceed their allotted domestic toll usage package of minutes in any given month will be billed a per minute rate on their overage minutes (domestic toll – overage rate will apply). See the One Communications Digital Voice Service section of the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.4 Rates

Basic Monthly Recurring Charges	MRC, per circuit
Digital Voice Service – Month to Month	\$1,281.08
Digital Voice Service – 1 year	\$979.14
Digital Voice Service – 2 year	\$889.85
Digital Voice Service – 3 year	\$808.66
Digital Voice Service with Package of 100,000 Local Minutes – Month to Month	\$1,979.41
Digital Voice Service with Package of 100,000 Local Minutes – 1 year	\$1,512.83
Digital Voice Service with Package of 100,000 Local Minutes – 2 year	\$1,297.73
Digital Voice Service with Package of 100,000 Local Minutes – 3 year	\$1,115.10
Digital Voice Service with Package of 100,000 Local Minutes & 10,000 Domestic Toll Minutes – Month to Month	\$3,081.31
Digital Voice Service with Package of 100,000 Local Minutes & 10,000 Domestic Toll Minutes – 1 year	\$2,355.00
Digital Voice Service with Package of 100,000 Local Minutes & 10,000 Domestic Toll Minutes – 2 year	\$2,014.09
Digital Voice Service with Package of 100,000 Local Minutes & 10,000 Domestic Toll Minutes – 3 year	\$1,723.88
Digital Voice with Package of 100,000 Local Minutes & 25,000 Domestic Toll Minutes – Month to Month	\$4,000.01
Digital Voice with Package of 100,000 Local Minutes & 25,000 Domestic Toll Minutes – 1 year	\$3,057.16
Digital Voice with Package of 100,000 Local Minutes & 25,000 Domestic Toll Minutes – 2 year	\$2,610.68
Digital Voice with Package of 100,000 Local Minutes & 25,000 Domestic Toll Minutes – 3 year	\$2,231.20
Digital Voice with Package of 100,000 Local Minutes & 50,000 Domestic Toll Minutes – Month to Month	\$5,287.77
Digital Voice with Package of 100,000 Local Minutes & 50,000 Domestic Toll Minutes – 1 year	\$4,041.38
Digital Voice with Package of 100,000 Local Minutes & 50,000 Domestic Toll Minutes – 2 year	\$3,446.78
Digital Voice with Package of 100,000 Local Minutes & 50,000 Domestic Toll Minutes – 3 year	\$2,941.48

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.16 One Communications Digital Voice Service (Cont'd)

15.16.4 Rates (Cont'd)

Basic Monthly Recurring Charges (Cont'd)	MRC, per circuit	
Digital Voice with Package of 100,000 Local Minutes & 75,000 Domestic Toll Minutes – Month to Month	\$6,572.89	(I)
Digital Voice with Package of 100,000 Local Minutes & 75,000 Domestic Toll Minutes – 1 year	\$5,023.57	(I)
Digital Voice with Package of 100,000 Local Minutes & 75,000 Domestic Toll Minutes – 2 year	\$4,282.88	(I)
Digital Voice with Package of 100,000 Local Minutes & 75,000 Domestic Toll Minutes – 3 year	\$3,651.74	(I)
Digital Voice with Package of 100,000 Local Minutes & 100,000 Domestic Toll Minutes – Month to Month	\$7,858.01	(I)
Digital Voice with Package of 100,000 Local Minutes & 100,000 Domestic Toll Minutes – 1 year	\$6,005.76	(I)
Digital Voice with Package of 100,000 Local Minutes & 100,000 Domestic Toll Minutes – 2 year	\$5,116.93	(I)
Digital Voice with Package of 100,000 Local Minutes & 100,000 Domestic Toll Minutes – 3 year	\$4,362.03	(I)
Local Usage	Per Minute Rate	
Local Usage, per minute rate	\$0.0150	

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.17 One Communications Remote Call Forward (RCF) Service

15.17.1 Description of Services

One Communications Remote Call Forward (RCF) Service allows a Customer to obtain a phone number in one exchange and have all calls forwarded to the same or another exchange. The RCF number has no physical line associated with it. One call path is provided per RCF number. Additional call paths may be purchased. Service is only available where suitable facilities exist.

The terminating number for the RCF can be local, intraLATA, interLATA or toll-free. Customers that order One Communications RCF must pre-subscribe to the Company's local, local toll and Long Distance service. Customer will be charged for all usage to forward call to terminating number.

The terminating number cannot be another RCF number, an international number, 911, 611, x11, directory assistance, coin telephone or a feature code.

No features may be attached to the RCF number. If Customer has caller ID on terminating number, the number of the calling party will appear on the caller ID display, not the RCF number.

One yellow pages listing and one white pages listing are available for each RCF number ordered.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.17 One Communications Remote Call Forward (RCF) Service (Cont'd)

15.17.2 Application of Rates

A. Monthly Recurring Charges

Monthly recurring charges as described below apply for each RCF number ordered under one, two or three year term contracts.

B. RCF Local Usage

Local usage furnished in connection with RCF service is provided on a measured, per minute basis.

C. RCF Domestic Toll

Domestic toll usage furnished in connection with RCF service is provided on usage sensitive basis and subject to a per minute rate. See the One Communications Remote Call Forward (RCF) Service section of the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: May 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.17 One Communications Remote Call Forward (RCF) Service (Cont'd)

15.17.3 Rates

Monthly Recurring Charges	MRC
RCF, per initial and additional path – Month to Month	\$45.13
RCF, per initial and additional path – 1 year	\$34.49
RCF, per initial and additional path – 2 year	\$33.49
RCF, per initial and additional path – 3 year	\$32.46

Local Usage	Per Minute Rate
RCF Local Usage, per minute rate	\$0.0150

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Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.18 OneSolutions Complete

15.18.1 General

OneSolutions Complete is a converged service capable of providing voice, Internet and data services delivered via IP to the Customer's service location. Customers may choose a voice only, a voice and Internet only or a voice, Internet and MPLS VPN configuration. OneSolutions Complete is available only for business Customers. Additional charges may apply to Customers who reside in rate centers where the Company does not have a node. Service is only available where suitable facilities exist.

Customers who subscribe to OneSolutions Complete will be provided with the option to purchase service bundled with a package of 100,000 local minutes. Allotted minutes not used within a given month are lost and may not be carried over to subsequent months.

Customers will also have the option to purchase Call Packs of Domestic Toll Minutes (includes Local Toll, Domestic Toll and Domestic Toll-Free).

The following analog voice features are included at no additional charge with OneSolutions Complete: Call Forward Variable (all calls), Call Forwarding Remote Access, Call Forward Busy, Call Forward No Answer, Call Forward Busy/No Answer, Three-Way Calling, Call Transfer, Call Waiting, Caller ID Number, Distinctive Ring, Group Call Pick-Up, Speed Dialing (8), Enhanced Speed Dialing (30), Assume or Dial 9, Abbreviated Dialing, Verified or Non-Verified Account Codes, Outbound Caller ID (CNAM), Multi-Line Hunting, Caller ID Blocking, Anonymous Call Rejection and Call Hold. Customers may purchase additional One Communications Analog Voice Features at rates set forth in this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.18 OneSolutions Complete (Cont'd)

15.18.1 General (Cont'd)

The following digital and PRI voice features are included at no additional charge with OneSolutions Complete: Hunting, Direct Inward Dialing, Direct Outward Dialing, Direct Inward Dialing Block of 20, Direct Inward Dialing and Direct Outward Dialing, Outbound Caller ID Name & Number, Inbound Caller ID Number Only, Inbound Caller ID Name & Number, Verified or Non-Verified Account Codes, ESF/B8ZS or D4/AMI Circuit Framing and Non-Facility Associated Signaling (NFAS) for ISDN PRI option, Digit Transposition. Customers that choose OneSolutions Complete may purchase additional One Communications Digital and PRI Voice Features at rates set forth in this price guide.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.18 OneSolutions Complete (Cont'd)

15.18.2 Restrictions

- A. Lines purchased with packages of calls or minutes may not be available for the following types of applications:
 - 1. Call centers, telemarketers and other companies that utilize auto-dialer or like applications.
 - 2. Internet dial up connections and other data applications (including access to corporate LANs).
- B. Calls to Directory Assistance, Operator Assisted and third party billed calls, international calls, and calls to Canada and Mexico are not included in the One Communications OneSolutions Complete service local and toll calling plans. Directory and Operator Assisted Calls will be billed in accordance with the rates and charges set forth in the One Communications Operator Services and Directory Assistance section of this price guide. Calls to Canada, Mexico and International locations will be billed in accordance with the Company's standard published rates.
- C. Alarm lines are not available as part of OneSolutions Complete.
- D. Toll-free numbers are available for use but are not the property of the Customer and cannot be sold or assigned without the Company's permission.
- E. Customer-premises equipment must be compatible with Company provided equipment including but not limited to any integrated access device (IAD) that the Company may install on the Customer's premise. Unless otherwise agreed to in writing, any IAD or other equipment installed by the Company at the Customer's premise shall, at all times remain the property of the Company. Upon termination of service, the Customer will provide the Company reasonable access to the Customer's premises for purposes of removing Company-provided equipment. In the event the Customer fails to provide the Company with said access or should Company-provided equipment be returned to the Company in worse condition than that which could be reasonably expected from normal use and wear, then Customer will be liable to the Company for the then current replacement cost of such equipment.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Effective: January 8, 2018

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.18 OneSolutions Complete (Cont'd)

15.18.3 Application of Rates

- A. **Basic Monthly Recurring Charges**
Monthly recurring charges as described below apply to Customers who subscribe to One Communications OneSolutions Complete service under one, two or three year term contracts.
- B. **Local Usage**
Local usage is provided on a measured, per minute basis. Local usage rates will apply to service not ordered as bundled with a package of 100,000 local minutes. Customers who exceed their allotted number of local minutes in any given month will be billed a per minute rate on their overage minutes (local usage rate will apply).
- C. **Domestic Toll Usage**
Domestic toll service (includes Local Toll, Domestic Toll and Domestic Toll-Free) is furnished on a usage sensitive basis and is subject to a per minute rate. Domestic toll usage rates will apply to service not ordered with a Call Pack of domestic toll minutes. Customers who exceed their allotted domestic toll usage Call Pack of minutes in any given month will be billed a per minute rate on their overage minutes. See the One Communications OneSolutions Complete section of the applicable Company interexchange services price guide for domestic toll and toll-free usage rates.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 15 - ONE COMMUNICATIONS SERVICES, RATES AND CHARGES (CONT'D.)

15.18 OneSolutions Complete (Cont'd)

15.18.4 Rates

Monthly Recurring Charges	Month to Month	1 Year MRC	2 Year MRC	3 Year MRC
OneSolutions Complete 1.5M	\$1,561.26	\$1,193.26	\$1,068.25	\$852.32
OneSolutions Complete 3.0M	\$2,803.88	\$2,142.97	\$1,931.92	\$1,534.17
OneSolutions Complete 4.5M	\$4,078.38	\$3,117.05	\$2,795.59	\$2,216.04
OneSolutions Complete 6.0M	\$5,448.46	\$4,164.18	\$3,727.45	\$2,961.78
OneSolutions Complete 7.5M	\$6,563.64	\$5,016.51	\$4,477.51	\$3,579.74
OneSolutions Complete 9.0M	\$7,869.99	\$6,014.94	\$5,386.63	\$4,304.20
OneSolutions Complete 10.5M	\$8,857.73	\$6,769.84	\$6,045.78	\$4,836.90
OneSolutions Complete 12.0M	\$10,132.22	\$7,743.92	\$6,932.19	\$5,518.74
OneSolutions Complete 1.5M with 100,000 Local Minutes	\$1,720.57	\$1,315	\$1,181.89	\$958.87
OneSolutions Complete 3.0M with 100,000 Local Minutes	\$3,042.87	\$2,325.60	\$2,102.38	\$1,693.95
OneSolutions Complete 4.5M with 100,000 Local Minutes	\$4,396.99	\$3,360.56	\$3,022.87	\$2,429.11
OneSolutions Complete 6.0M with 100,000 Local Minutes	\$6,053.84	\$4,626.88	\$4,159.30	\$3,366.66
OneSolutions Complete 7.5M with 100,000 Local Minutes	\$7,169.03	\$5,479.18	\$4,909.35	\$3,984.57
OneSolutions Complete 9.0M with 100,000 Local Minutes	\$8,475.39	\$6,477.61	\$5,818.51	\$4,709.04
OneSolutions Complete 10.5M with 100,000 Local Minutes	\$9,463.10	\$7,232.52	\$6,477.61	\$5,241.76
OneSolutions Complete 12.0M with 100,000 Local Minutes	\$10,737.61	\$8,206.62	\$7,364.03	\$5,923.62

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Local Usage	Per Minute Rate
Local Usage, per minute rate	\$0.015

Effective: May 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 16 – MISCELLANEOUS CHARGES AND SURCHARGES

16.1 Telephone Surcharges/Taxes

16.1.1 General

In addition to the rates and charges applicable according to the rules and regulations of this Price List, various surcharges and taxes may apply to the customer's monthly billing statement. The Customer is responsible for payment of any and all such fees charges, surcharges and taxes, however designated, imposed by any local, state, or federal government on or based upon the provision, sale or use of Network Services. Fees, charges, and taxes imposed by a city, county, or other political subdivision will be collected only from those Customers receiving service within the boundaries of that subdivision, or as deemed taxable by the political subdivision.

16.1.2 Long Duration Call Surcharge

A long duration call surcharge of Five Dollars and No Cents (\$5.00) will be assessed on all local calls that equal or exceed six (6) hours in duration. This surcharge will be assessed whenever a local call exceeds six (6) hours within a 24-hour period, without limitation.

16.1.3 Administrative Services Fee (“ASF”)

The Administrative Services Fee is a graduated percentage monthly fee assessed to all monthly recurring charges (MRCs) to recover costs associated with tariff and price guide filings, collections, record maintenance, various state business licenses, various regulatory fees where applicable, general account servicing, and the administrative costs the Company incurs for local, state and federal governmental data gathering, record maintenance, and required reporting. This is not a tax or charge imposed by a governmental entity.

The applicable percentage rate may vary. For the most current rate in effect, please refer to Choice One Communications of Massachusetts, Inc. FCC Tariff No. 4, publicly posted at <http://www.tariffs.net/windstream/>.

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES

The rates provided in this section only apply to Customers that are being provided Month to Month services through an expired Service Term agreement or who have never had a Service Term Agreement with the Company. Customers still under a current Service Term agreement with the Company will find the rates for their services in Section – 12 – Rates and Charges, Section 13 – Grandfathered Services, Section 14 – Grandfathered Services II and Section 15- One Communications, Rates and Charges.

17.1 Business Rates

17.1.1 Supplemental Services

A. Office to Office Calling

1. Monthly Recurring Charge: \$10.79 (I)

17.1.2 NETWORK DEDICATED SERVICES - SPRINGFIELD MARKET

A. Point to Point T1 Service

Monthly Recurring Charge Per Circuit	Nonrecurring Charge Per Circuit
\$1,991.40 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.3 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET

A. Choicexchange Switched Service

Monthly Recurring Charges Per Line Rate

Term Length	Month to Month
Basic Line	\$58.72
Advantage Line	\$90.57
Basic Line + Data	\$58.72
Advantage Line + Data	\$90.57

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B. Local Choice Call Packs

Included Minutes*	MRC	Add'l Minute Rate
0	\$0.00	\$0.019
300	\$16.72 (I)	\$0.014
500	\$25.85 (I)	\$0.013
700	\$33.43 (I)	\$0.012
1000	\$43.82 (I)	\$0.011
2000	\$79.67 (I)	\$0.010

* Minutes are purchased per line but can be shared across all lines at the same service location

C. Long Distance Choice Call Packs

Included Minutes*	MRC	Add'l Minute Rate
0	\$0.00	\$0.065
100	\$19.91 (I)	\$0.050
200	\$38.23 (I)	\$0.048
300	\$53.77 (I)	\$0.045
600	\$100.35 (I)	\$0.042
1000	\$155.34 (I)	\$0.039
1500	\$209.10 (I)	\$0.035

* Minutes are purchased per line but can be shared across all lines at the same service location

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.3 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd.)

D. Custom Calling Features

1. Standard Features - Per Line:

Monthly Charges:

3 Way Calling*	\$17.07	(I)
Call Forward Variable	\$17.07	
Call Forward Busy Line	\$7.58	
Call Forward No Answer	\$7.58	
Call Forward BL/DA	\$13.26	
Call Waiting	\$17.07	
Speed Dialing **	\$13.26	
Expanded Speed Dialing**	\$13.26	
Call Forward Remote Access	\$7.58	
Call Transfer	\$17.07	
Direct Connect Line	\$6.60	(I)
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$39.84	(I)
Distinctive Ring	\$37.97	
Group Call Pick-up	\$3.80	(I)

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Code were previously introduced as a service without a monthly recurring charge to customers.

**** See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.3 NETWORK SWITCHED SERVICES - SPRINGFIELD MARKET (Cont'd.)

2. Custom Calling Features (Cont'd)

Monthly Recurring Charges	Per Line, Per Month
Caller ID	\$17.07 (I)
Caller ID Blocking	\$0.00
Call Return	\$7.58 (I)
Continuous Redial (Repeat Dialing)	\$7.58 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.4 ALTERNATE TELEPHONE NUMBER LISTINGS

	Monthly	
Non-Published Business	\$21.83	(I)
Non-Listed Business	\$21.83	(I)
Additional Listing Business	\$21.83	(I)
Cross Reference Listing Business	\$21.83	(I)
Extra Line Listing Business	\$21.83	(I)
Foreign Listing* Business	\$21.83	(I)

* *Grandfathered to existing Customers at existing locations.*

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.5 BUNDLED SERVICES PLANS

A. Choicexchange Basic Line Service

1. Measured Rate Basic Line Service – Springfield Market

a. Two Product Bundling

Customers with 1-10 lines

		Per Minute Rates	
Term Period	Monthly Recurring Charge (Per Line)	Local Calling	Toll
Month to Month	\$59.96 (I)	\$0.0500	\$0.0810

Customers with 11 or more lines

		Per Minute Rates	
Term Period	Monthly Recurring Charge (Per Line)	Local Calling	Toll
Month to Month	\$54.56 (I)	\$0.0140	\$0.0810

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.5 BUNDLED SERVICES PLANS (Cont'd.)

A. Choicexchange Basic Line Service (Cont'd.)

1. Measured Rate Basic Line Service – Springfield Market (Cont'd.)

b. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$50.76 (I)	\$0.0140	\$0.0730

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$50.55 (I)	\$0.0130	\$0.0730

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.5 BUNDLED SERVICES PLANS (Cont'd.)

2. Choicexchange Basic Line Service (Cont'd.)

b. Flat Rate Basic Line Service - Springfield

I. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$147.38 (I)	\$0.081

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$142.15 (I)	\$0.081

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.5 BUNDLED SERVICES PLANS (Cont'd.)

2. Choicexchange Basic Line Service (Cont'd.)

b. Flat Rate Basic Line Service – Springfield (Cont'd.)

I. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$134.22 (I)	\$0.0730

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$134.22 (I)	\$0.0730

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.6 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET

A. Choicexchange Switched Service

- 1. Choice Xchange Line Rate: \$63.68 (I)
- 2. Choice Xchange Advantage Line Rate: \$94.59 (I)
- 3. Local Measured Service Usage Rates
 - Standard Rate: \$0.019 per minute

Local Call Pack	Included Minutes*	MRC	Add'l Minute Rate
300	300	\$19.14 (I)	\$0.016
500	500	\$29.82 (I)	\$0.015
700	700	\$39.02 (I)	\$0.014
1000	1000	\$51.76 (I)	\$0.013
2000	2000	\$95.58 (I)	\$0.012
3000	3000	\$119.52 (I)	\$0.010

* Minutes are purchased per line but can be shared across all lines at the same service location.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.6 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (CONT'D.)

A. Choicexchange Switched Service (Cont'd.)

4. Choice One Plus Toll Usage Rates

Standard Toll Rate: \$0.65 per minute

Toll Call Packs	Included Minutes*	MRC	Add'l Minute Rate
100	100	\$23.10 (I)	\$0.058
200	200	\$42.26 (I)	\$0.053
300	300	\$58.52 (I)	\$0.049
600	600	\$107.55 (I)	\$0.045
1000	1000	\$159.31 (I)	\$0.040
1500	1500	\$209.10 (I)	\$0.035

* Minutes are purchased per line but can be shared across all lines at the same service location.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.6 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (CONT'D.)

B. Point to Point T1 Service

Monthly Recurring Charge Per Circuit	Nonrecurring Charge Per Circuit
\$1,714.35 (I)	\$500.00

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.6 BUSINESS AND RESIDENTIAL SERVICES - WORCESTER MARKET (CONT'D.)

C. Custom Calling Features

A. Standard Features - Per Line:

Monthly Charges:

3 Way Calling*	\$17.07	(I)
Call Forward Variable	\$17.07	
Call Forward Busy Line	\$7.58	
Call Forward No Answer	\$7.58	
Call Forward BL/DA	\$13.26	
Call Waiting	\$17.07	
Speed Dialing **	\$13.26	
Expanded Speed Dialing**	\$13.26	
Call Forward Remote Access	\$7.58	
Call Transfer	\$17.07	
Direct Connect Line	\$6.60	(I)
Account Codes ***	No Charge	
Call Waiting with Caller ID	\$39.84	(I)
Distinctive Ring	\$37.94	
Group Call Pick-up	\$3.80	(I)

* Formerly named "Three Way Conference, Consultation"

** Speed Dialing formerly named "Speed Calling One Digit (8)". Enhanced Speed Dialing formerly named "Speed Calling Two Digit (30)"

*** Account Code were previously introduced as a service without a monthly recurring charge to customers.

**** See the MAC Charge in Section 12.4 of this price guide for non-recurring charge associated with this service.

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.7 CHOICEINVOICE SERVICE

	MRC	
Electronic & Paper Version	\$75.88	(I)
Local Call Detail	\$56.90	(I)

17.1.8 Choice Xchange Advantage Unlimited Line

A. Monthly Recurring Charges

Per Line Charge	Springfield	Worcester	
MTM	\$329.54	\$329.54	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.9 ULTRA T-1 PRODUCT SET PRICING

A. Springfield Market

1.	Dedicated Voice Full T-1 (per channel)		
		Month to Month	
	Voice Channel MRC	\$115.49	(I)
2.	Dedicated Voice Fractional T-1 (per channel)		
		Month to Month	
	Voice Channel MRC	\$123.49	(I)
3.	Integrated T-1 (per channel)		
		Month to Month	
	Voice Channel MRC	\$135.41	(I)
	Internet Channel MRC	\$135.41	
	Data Point to Point MRC	\$135.41	(I)
4.	Dedicated Internet		
		Month to Month	
	768K	\$2,190.57	(I)
	1.024M	\$2,389.69	
	1.54M	\$2,787.98	(I)
5.	ISDN PRI Option		
		MRC	
	Per Circuit	\$213.37	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.1 Business Rates (Cont'd.)

17.1.9 ULTRA T-1 PRODUCT SET PRICING (Cont'd.)

B. Worcester Market

1. Dedicated Voice Full T-1 (per channel)

	Month to Month	
Voice Channel MRC	\$115.49	(I)

2. Dedicated Voice Fractional T-1 (per channel)

	Month to Month	
Voice Channel MRC	\$123.49	(I)

3. Integrated T-1 (per channel)

	Month to Month	
Voice Channel MRC	\$135.41	(I)
Internet Channel MRC	\$135.41	
Data Point to Point MRC	\$135.41	(I)

4. Dedicated Internet

	Month to Month	
768K	\$2,190.57	(I)
1.024M	\$2,389.69	
1.54M	\$2,787.98	(I)

5. ISDN PRI Option

	MRC	
Per Circuit	\$298.76	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.2 Grandfathered Services

17.2.1 BUNDLED SERVICE PLANS

A. Choicexchange Basic Line Service

1. Measured Rate Basic Line Service – Springfield Market

a. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$78.64 (I)	\$0.014	\$0.081

b. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$78.64 (I)	\$0.013	\$0.073

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.2 Grandfathered Services (Cont'd.)

17.2.1 BUNDLED SERVICE PLANS (Cont'd.)

A. Choicexchange Basic Line Service (Cont'd.)

2. Measured Rate Basic Line Service – Worcester Market

a. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$74.66 (I)	\$0.014	\$0.0650

b. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$74.66 (I)	\$0.013	\$0.0585

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.2 Grandfathered Services (Cont'd.)

17.2.1 BUNDLED SERVICE PLANS (Cont'd.)

A. Choicexchange Basic Line Service (Cont'd.)

3. Flat Rate Basic Line Service -Springfield Market

a. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$166.27 (I)	\$0.081

b. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$166.27 (I)	\$0.0730

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.2 Grandfathered Services (Cont'd.)

17.2.1 BUNDLED SERVICE PLANS (Cont'd.)

A. Choicexchange Basic Line Service (Cont'd.)

4. Flat Rate Basic Line Service - Worcester

a. Two Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$166.27 (I)	\$0.0650

b. Three Product Bundling

Term Period	Monthly Recurring Charge	Per Minute Toll Rates
Month to Month	\$158.44 (I)	\$0.0585

Choice One Communications of Massachusetts Inc.

Senior Regulatory Counsel
4001 Rodney Parham Road
Little Rock, Arkansas 72212

Massachusetts Local Price Guide
2nd Revised Page 289
Cancels 1st Revised Page 289

Effective: May 1, 2019

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.2 Grandfathered Services (Cont'd.)

17.2.2 FREEWAY SERVICE

	Monthly Recurring Charge	
Xchange Line, per line	\$3.91	(I)
Voice Path T-1, per T-1	\$23.62	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II

17.3.1 WORCESTER MARKET

A. Basic Line Service

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	Worcester \$67.92 (I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	Worcester \$63.51 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

A. Basic Line Service (Cont'd.)

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	Worcester \$164.09 (I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	Worcester \$146.17 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

B. ChoicePath DS-1trunk Service

1. Monthly Recurring and Nonrecurring Charges

	Worcester Monthly Recurring Charges	
Term of Service Month to Month	\$1,291.57	(I)

2. Per Channel (DSO) -10 Channel

	Worcester Monthly Recurring Charges	
Term of Service Month to Month	\$58.03	(I)

	Monthly Recurring Charges	
DID Service	\$83.64	(I)
DID 100 Numbers Block	\$3.97	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

C. Integrated Services Digital Network Primary Rate Interface

Term of Service	Monthly Recurring
Month-To-Month	Charges \$1,378.63

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products

1. Measured Rate Basic Line Service – Worcester Market

a. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$55.95 (I)	\$0.015	\$0.0650

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$50.55 (I)	\$0.014	\$0.0650

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

1. Measured Rate Basic Line Service – Worcester Market (Cont'd.)

b. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$50.76 (I)	\$0.014	\$0.0585

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$46.58 (I)	\$0.013	\$0.0585

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

2. Flat Rate Basic Line Service - Worcester

a. Two Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$147.38 (I)	\$0.0650

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Toll Rates
Month to Month	\$134.22 (I)	\$0.0650

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

2. Flat Rate Basic Line Service – Worcester (Cont'd.)

a. Three Product Bundling

Customers with 1-10 lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$128.62 (I)	\$0.0585

Customers with 11 or more lines

Term Period	Monthly Recurring Charge (Per Line)	Per Minute Rates, Toll
Month to Month	\$126.24 (I)	\$0.0585

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

3. Choicepath Ds1 Trunk Service

a. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$951.90 (I)	\$0.014	\$0.0585

b. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$792.58 (I)	\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

4. Choicepath Ds0 (10 Block) Service

a. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling Per Minute Rates	Per Call Rates
Month to Month	\$45.41 (I)	\$0.014	\$0.0585

b. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling Per Minute Rates	Per Call Rates
Month to Month	\$41.43 (I)	\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.1 WORCESTER MARKET (Cont'd.)

D. Bundled Products (Cont'd.)

5. Integrated Services Digital Network Primary Rate Interface

a. Two Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling Per Minute Rates	Per Call Rates
Month to Month	\$1,252.97 (I)	\$0.014	\$0.0585

b. Three Product Bundling

Worcester Term Period	Monthly Recurring Charge	Local Calling Per Minute Rates	Per Call Rates
Month to Month	\$1,173.33 (I)	\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET

A. Basic Line Service

1. Measured Rate Service

Customers with 1-10 lines, per line rate.

	Monthly Recurring Charges
Term of Service	Springfield
Month-to-Month	\$67.92 (I)

Customers with 11 or more lines, per line rate.

	Monthly Recurring Charges
Term of Service	Springfield
Month-to-Month	\$67.48 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

A. Basic Line Service (Cont'd.)

2. Flat Rate Service

Customers with 1-10 lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	Springfield \$164.09 (I)

Customers with 11 or more lines, per line rate.

Term of Service	Monthly Recurring Charges
Month-to-Month	\$154.10 (I) \$121.82

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

B. Choicepath DS1 Trunk Service

1. Monthly Recurring and Nonrecurring Charges

	Monthly Recurring Charges
Term of Service Month-To-Month	\$1,422.45 (I)

2. Per Channel (DSO)-10 Channel

	Monthly Recurring Charges
Term of Service Month-To-Month	\$56.90 (I)

	Monthly Recurring Charges	Nonrecurring Charges
DID Service	\$83.64 (I)	\$50.00
DID 100 Numbers Block	\$21.83 (I)	\$15.00

* Includes a group of 24 ports and transport facility

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

C. Integrated Services Digital Network Primary Rate Interface

Term of Service	Monthly Recurring Charges
Month-To-Month	\$1,493.55

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

D. ChoicePath DS1 Trunk Service

1. Two Product Bundling

Springfield Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$1,135.12 (I)	\$0.014	\$0.0585

2. Three Product Bundling

Springfield Term Period	Monthly Recurring Charge	Per Minute Rates	
		Local Calling	Toll
Month to Month	\$975.80 (I)	\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

E. Choicepath Ds0 (10 Block) Service

1. Two Product Bundling

Springfield	Monthly Recurring	Local Calling	
Term Period	Charge	Per Call	Per Minute
Month to Month	\$51.78 (I)	Rates	Rates
		\$0.0585	\$0.014

2. Three Product Bundling

Springfield	Monthly Recurring	Local Calling	
Term Period	Charge	Per Minute	Per Call
Month to Month	\$47.79 (I)	Rates	Rates
		\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.2 SPRINGFIELD MARKET (Cont'd.)

F. Integrated Services Digital Network Primary Rate Interface

1. Two Product Bundling

Springfield		Local Calling	
Term Period	Monthly Recurring Charge	Per Minute Rates	Per Call Rates
Month to Month	\$1,234.67 (I)	\$0.0140	\$0.0585

2. Three Product Bundling

Springfield		Local Calling	
Term Period	Monthly Recurring Charge	Per Minute Rates	Per Call Rates
Month to Month	\$1,075.37 (I)	\$0.013	\$0.0455

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.3 SERVICE DESCRIPTIONS

A. Freeway II Service

	Monthly Recurring Charge
Xchange Line, per line	\$2.78 (I)
Voice Path T-1, per T-1	\$16.87 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET

A. Rates & Charges

1. Choice Path Voice Channel Rate:

Term/Product Discount for Choice Path Channels
 Per Channel Reduction

<u>Term Length</u>	<u>Voice Only</u>	<u>Voice & Data</u>	<u>PRI Option</u>	
Month-to-Month	\$107.31	\$107.31	\$398.28	(I)

* For PRI option: Client must order 23 channels total

2. Data T-1 Pricing

Data Only T-1 For Data Only Locations
 (No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$1,652.86	\$1,891.81	\$2,090.96	\$2,310.04	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>	
Month to Month	\$2,509.19	\$2,688.38	\$2,847.69	\$2,967.20	\$3,086.66	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.4 CHOICE PATH PRODUCT SET – SPRINGFIELD MARKET (Cont'd.)

A. Rates & Charges (Cont'd.)

2. Data T-1 Pricing (Cont'd)

Data Only T-1 For Locations With Voice And Data
(No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$1,772.33	\$1,991.40	\$2,210.48	\$2,429.52	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>
Month to Month	\$2,628.67	\$2,787.98	\$2,947.29	\$3,086.68	\$3,206.14

Data On Integrated T-1, (Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$935.99	\$1,354.16	\$1,772.33	\$2,190.57	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	
Month to Month	\$2,489.22	\$2,787.98	\$2,947.29	\$3,086.68	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET

A. Rates & Charges

1. Choice Path Voice Channel Rate: \$30.05

Term/Product Discount for Choice Path Channels Per Channel Reduction

Term Length	Voice Only	Voice & Data	(I)
Month to Month	\$85.25	\$75.33	

2. Choice Call Local Measured Service Packages

Included Minutes*	Monthly Recurring Charge	Add'l Minute Rate
0	\$0.00	\$0.019
300	\$19.14 (I)	\$0.016
500	\$29.82 (I)	\$0.015
700	\$39.02 (I)	\$0.014
1000	\$51.76 (I)	\$0.013
2000	\$95.58 (I)	\$0.012
3000	\$119.52 (I)	\$0.010

3. Choice Call Toll Packages

Included Minutes	Monthly Recurring Charge	Add'l Minute Rate
0	\$0.00	\$0.065
100	\$23.10 (I)	\$0.058
200	\$42.26 (I)	\$0.053
300	\$58.52 (I)	\$0.049
600	\$107.55 (I)	\$0.045
1000	\$159.31 (I)	\$0.040
1500	\$209.10 (I)	\$0.035

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

A. Rates & Charges (Cont'd.)

4. Data T-1 Pricing

Data Only T-1 For Data Only Locations
 (No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$856.30	\$1,151.02	\$1,493.55	\$1,788.28	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>
Month to Month	\$2,098.91	\$2,445.45	\$2,704.34	\$2,983.10	\$3,182.27 (I)

Data Only T-1 For Locations With Voice And Data
 (No Minimum Number Of Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$896.11	\$1,190.87	\$1,549.29	\$1,863.94	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	<u>1.5M</u>
Month to Month	\$2,210.48	\$2,572.91	\$2,784.00	\$3,094.64	\$3,341.58 (I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.3 Grandfathered Services II (Cont'd.)

17.3.5 CHOICE PATH PRODUCT SET – WORCESTER MARKET (Cont'd.)

A. Rates & Charges (Cont'd.)

4. Data T-1 Pricing (Cont'd)

Data On Integrated T-1
 (Minimum 10 Channels Required)

<u>Term</u>	<u>128K</u>	<u>256K</u>	<u>384K</u>	<u>512K</u>	
Month to Month	\$593.43	\$951.90	\$1,350.18	\$1,668.80	(I)

<u>Term</u>	<u>640K</u>	<u>768K</u>	<u>1.0M</u>	<u>1.2M</u>	
Month to Month	\$2,130.81	\$2,572.91	\$2,784.00	\$3,094.64	(I)

E. PRI Option

Per Month, Per Circuit:		\$398.28	(I)
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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges

17.4.1 One Communications Features

A. Rates

Monthly recurring charges for One Communications Features are set forth below. Any non-recurring charges associated with adding or removing features on a Customer’s service are covered in the One Communications Miscellaneous Charges section of this price guide.

One Communications Analog Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$36.03
Call Waiting with Caller ID Name & Number	\$58.79
Direct Line Connect	\$6.60
Call Forward Busy	\$8.72
Call Forward Busy/No Answer	\$15.17
Call Forward No Answer	\$8.72
Call Forward Variable (All Calls)	\$22.75
Call Return	\$18.00
Call Transfer	\$17.07
Call Waiting and Cancel Call Waiting	\$22.75
Caller ID Number	\$32.25
Continuous Redial	\$13.26
Distinctive Ring	\$26.55
Enhanced Speed Dialing (30)	\$22.75
Speed Dialing (8)	\$19.91
Call Forwarding Remote Access	\$7.58
Three-Way Calling	\$23.70

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.1 One Communications Features (Cont'd.)

A. Rates (Cont'd.)

One Communications Digital and PRI Voice Features	Monthly Recurring Charge
Caller ID Name and Number	\$189.67
NFAS Backup D Channel	\$189.67
DID Individual Number	\$0.40
DID Block of 20 Numbers	\$7.97
DID Block of 50 Numbers	\$19.91
DID Block of 100 Numbers	\$39.85
Call Forward on Trunks	\$75.81
Two B Channel Transfer	\$189.67

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.2 One Communications Directory Listings

A. Rates

The monthly rates for One Communications Directory Listings are described below. Applicable non-recurring charges associated with adding or changing a Customer’s directory listings are covered in the One Communications Miscellaneous Charges section of this price guide.

One Communications Directory Listings	Monthly Recurring Charge
Additional White Page Listing	\$21.34
Non Published (private)	\$23.46
Non-Directory Listed (semi-private)	\$21.34
National Toll-Free Directory Listing	\$75.88
State Directory Toll-Free Assistance Listing	\$75.88
Call Intercept	\$0.00

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.3 OneSolutions Essential

A. Rates

Basic Monthly Recurring Charges	MRC	
OneSolutions Essential 1.5Mb – initial 3 line – Month to Month	\$553.54	(I)
OneSolutions Essential 3Mb Upgrade – Month to Month	\$19.93	(I)
OneSolutions Essential 7Mb Upgrade – Month to Month	\$159.31	(I)
OneSolutions Essential Add Line – Month to Month	\$135.41	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.4 OneSolutions Enhanced

A. Rates

Basic Monthly Recurring Charges	MRC
OneSolutions Enhanced – initial 6 line – Month to Month	\$2,250.29
OneSolutions Enhanced Add Line – Month to Month	\$99.60

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.5 One Communications Basic Business Line

A. Rates

Basic Monthly Recurring Charges	MRC per line installed on or after 9/17/09	
Basic Business Line – Month to Month	\$116.47	(I)
Unlimited Local Business Line – Month to Month	\$180.21	(I)
Unlimited Business Line – Month to Month	\$249.87	(I)
Local Feature Package	MRC, per line	
Basic Business Line – Local Feature Package	\$21.68	(I)
Local Usage	Per Minute Rate	
Local Usage, per minute rate	\$0.0150	

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.6 One Communications Digital Voice Service

A. Rates

Basic Monthly Recurring Charges	MRC, per circuit	
Digital Voice Service – Month to Month	\$1,921.63	(I)
Digital Voice Service with Package of 100,000 Local Minutes – Month to Month	\$2,969.10	(I)
Digital Voice Service with Package of 100,000 Local Minutes & 10,000 Domestic Toll Minutes – Month to Month	\$4,621.98	(I)
Digital Voice with Package of 100,000 Local Minutes & 25,000 Domestic Toll Minutes – Month to Month	\$6,000.01	(I)
Digital Voice with Package of 100,000 Local Minutes & 50,000 Domestic Toll Minutes – Month to Month	\$7,931.67	(I)

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.6 One Communications Digital Voice Service (Cont'd.)

A. Rates (Cont'd.)

Basic Monthly Recurring Charges	MRC, per circuit	
Digital Voice with Package of 100,000 Local Minutes & 75,000 Domestic Toll Minutes – Month to Month	\$9,859.35	(I)
Digital Voice with Package of 100,000 Local Minutes & 100,000 Domestic Toll Minutes – Month to Month	\$11,786.98	(I)
Local Usage	Per Minute Rate	
Local Usage, per minute rate	\$0.0150	

LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.7 One Communications Remote Call Forward (RCF) Service

A. Rates

Monthly Recurring Charges	MRC
RCF, per initial and additional path – Month to Month	\$67.72
Local Usage	Per Minute Rate
RCF Local Usage, per minute rate	\$0.0150

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LOCAL EXCHANGE TELECOMMUNICATIONS SERVICES PRICE GUIDE

SECTION 17 – NON – TERM RATES (CONT'D.)

17.4 One Communications Services, Rates And Charges (Cont'd.)

17.4.8 OneSolutions Complete (Cont'd)

A. Rates

Monthly Recurring Charges	Month to Month
OneSolutions Complete 1.5M	\$2,341.88
OneSolutions Complete 3.0M	\$4,205.84
OneSolutions Complete 4.5M	\$6,117.56
OneSolutions Complete 6.0M	\$8,172.68
OneSolutions Complete 7.5M	\$9,845.46
OneSolutions Complete 9.0M	\$11,804.99
OneSolutions Complete 10.5M	\$13,286.61
OneSolutions Complete 12.0M	\$15,198.34
OneSolutions Complete 1.5M with 100,000 Local Minutes	\$2,580.86
OneSolutions Complete 3.0M with 100,000 Local Minutes	\$4,564.29
OneSolutions Complete 4.5M with 100,000 Local Minutes	\$6,595.51
OneSolutions Complete 6.0M with 100,000 Local Minutes	\$9,080.78
OneSolutions Complete 7.5M with 100,000 Local Minutes	\$10,753.54
OneSolutions Complete 9.0M with 100,000 Local Minutes	\$12,713.08
OneSolutions Complete 10.5M with 100,000 Local Minutes	\$14,194.67
OneSolutions Complete 12.0M with 100,000 Local Minutes	\$16,106.41
Local Usage	Per Minute Rate
Local Usage, per minute rate	\$0.015

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