



Effective Date: February 21, 2019

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Emergency Contact Service

Description

Emergency Contact Service (ECS) allows the Emergency 911 center to view the exact number or extension of the calling party within the premises of the Customer. This will direct the 911 dispatcher to the exact section and floor of the building from which the call originated. Customers who request ECS will provide the Company with a callback number for each DID number owned by the Customer. This callback number will then be incorporated into the 911 database for use by the Emergency 911 center

Availability

Emergency Contact Service is only available subject to availability, upon request, and to those customers that support an ISDN PRI trunk.

Provisions of this service are at the sole discretion of the Customer. The Company assumes no liability for provision of this service except that covered for refunds in the event of service outage.

The Customer is responsible for providing accurate information relating to the location/locations of end-users. Customers who request this service are required to provide the Company with a callback number for each direct inward dialing (DID) number owned by the Customer and are responsible for association of that number with an office location, suite location or other internal type location peculiar to the Customer's business address. This callback number will then be incorporated into the 911 database for use by the Emergency 911 center. The Customer is solely responsible to the Company for updates if any of the information provided is altered in any way

Rates and Charges

Monthly Recurring Charge:	\$37.03 <b>(I)</b>
Installation Fee:	150.00

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PAETEC Advantage Business Service

This service is not available in all areas at this time

Where available, the rates shown entitle the customer to local calling to all telephones bearing the designation of any central office of the exchanges and zones included as specified in the associated exchange area

Business Lines, per month

\$28.51

(1)

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## PAETEC Advantage Feature Pack

This service is not available in all areas at this time.

## 1. Service Features:

Remote Call Forward	\$27.77 (I)
Remote Call Forward – add'l paths	\$27.77 (I)

## 2. Features:

Hunting	\$0.77 (I)
Caller ID	\$12.95 (I)
Caller ID with Name	\$16.19 (I)
Call Waiting	\$6.81 (I)
Call Waiting Deluxe	\$10.37 (I)
Call Forwarding	\$6.67 (I)
Call Forwarding Don't Answer	\$2.97 (I)
Call Forward Busy	\$2.97 (I)
CF Busy/No Answer, same line	\$2.97 (I)
Remote Access to Call Forwarding	\$10.22 (I)
3 Way Calling	\$6.81 (I)
Speed Calling 8	\$3.42 (I)
Speed Calling 30	\$7.67 (I)
Call Tracing	\$1.00
Call Return	\$7.67 (I)
Repeat Dialing	\$4.27 (I)
Anonymous Call Rejection	\$0.00
Anonymous Call Rejection, non caller ID customers	\$5.11 (I)
Denial of Call Trace	\$0.00
Customized Ringing – 1 Number	\$9.63 (I)
Customized Ringing – 2 Numbers	\$19.25 (I)

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3. Non-Recurring Charges

Feature Change Charge                      \$28.00

Installation Charges

A customer subscribing the PAETEC's Advantage Feature Pack Services may be charged the following non-recurring charges for the installation of certain lines.

New Line Installation Charge              \$40.00

Remote Call Forward Line Install        \$40.00

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Direct Trunk Overflow (DTO)

The Direct Trunk Overflow feature gives the Customer another termination option if all of their DID trunks are busy. This all-trunks-busy condition may be caused either by legitimate heavy incoming traffic or by a trouble condition where the T-1 system is down and the 5ESS senses that trouble as an all-trunks-busy condition. During either busy condition, the incoming call attempts to terminate to the DID group. When the 5ESS sees all trunks busy, it will choose an alternate route for the call to a telephone number that is programmed in the 5ESS only. This telephone number has the Call Forward Remote feature assigned to it and forwards the call to a number chosen by the Customer.

Remote Access DTO enables the customer to activate and/or update the Call Forwarding on their DTO from any location. The customer uses a provided remote-access toll free number, the DTO Call Forwarding line and their four-digit PIN to review or change their call forwarding number.

DTO, Per Month	\$73.98 (I)
Remote Access DTO, Per Month	\$25.00

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## Custom Calling Services

## Calling Features

	Monthly Recurring Charge
Anonymous Call Rejection	n/c
Ascending/Regular Hunting, per line	n/c
Automatic Call Return	\$4.82 (I)
Automatic Call Redial	\$4.82 (I)
Call Forward All Calls	\$4.82 (I)
Call Forward Busy	\$4.82 (I)
Call Forward Don't Answer	\$4.82 (I)
Call Forward Plus	\$9.63 (I)
Call fwd remote Access (Cust Program)	\$4.82 (I)
Call Fed Variable (Cust. Program)	\$4.82 (I)
Call Forward Remote (no access)	\$29.54 (I)
Call Hold 1 & 2	\$4.82 (I)
Call Privacy (aka Per Call Restrict)	NC
Call Trace (customer originated)	\$1.77 (I)
Call Waiting	\$4.82 (I)
Caller ID (incoming)	\$4.82 (I)
Caller ID Plus Name (incoming)	\$4.82 (I)
Caller ID (outgoing)	NC
Caller ID Plus Name (outgoing)	NC
Customized Ringing	\$4.82 (I)
DID DNIS	\$9.63 (I)
Forward Circular Hunting	NC
Hunting/Non Hunting Number	NC
Speed Call 8	\$2.59 (I)
Speed Call 20	\$4.82 (I)
ANI (DINS with ANI forwarding), per number	\$22.22 (I)
Three Way Calling	\$4.82 (I)
Uniform Call Distribution	NC
Queing (UCD w/ generic Announcement)	\$4.82 (I)
B Channel Transfer/PRI T1	\$29.54 (I)

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	<u>Non-Recurring Charge</u>	<u>Monthly Recurring Charge</u>
Local Account Codes, Non Verified	n/c	N/A
Local Account codes, Verified	\$15.00	N/A
Expanded Rate Centers (up to 5)	\$50.00 per rate center	N/A
Remote Call Forwarding – per number	\$19.95	N/A
Remote Call Forwarding – per path	\$3.25	N/A
Selective Call Rejection	\$3.50	N/A
Selective Call Acceptance	\$3.50	N/A
Selective Call Forward	\$3.50	N/A
Selective Distinctive Alerting	\$3.50	N/A
PRI Call by Call	\$22.50	N/A
Redirect Number Delivery	\$100.00	N/A
Directory Assistance Service, Per Request	\$1.99	
Operator Service		
Collect Calling	\$1.40 <b>(I)</b>	
Person to Person	\$3.36 <b>(I)</b>	
Operator Dialed	\$2.52 <b>(I)</b>	



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Directory Listings

Monthly Recurring Charges (per listing or per number) associated with Directory Listings are as follows:

All Customers

Primary Listing	No Charge
Additional Listing	\$3.92 <b>(I)</b>
Non-directory Listed	\$3.36 <b>(I)</b>
Non-published Number	\$2.80 <b>(I)</b>
Foreign Listing	\$3.36 <b>(I)</b>

Service Calls

When a customer reports trouble to the Company and no trouble is found in the Company facilities, the customer may be responsible for payment of a charge calculated from the time Company personnel are dispatched to the Customer Premise until work is completed. Time billed in 15 minute increments.

Per hour rate per technician \$100.00

Service Charges

Certain charges may be collected on a nonrecurring basis for services requested.

	Business Lines & Advantage Business Lines
Service order	\$39.95
Move	\$15.00
Add/Change	\$15.00
New Location Set-Up	\$47.00

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PBX Trunks

	<b>Measured Monthly (\$)</b>	<b>Service NRC (\$)</b>
<b>ONE YEAR TERM</b>		
DID Trunk, per line	\$47.02 <b>(I)</b>	\$45.00
DOD Trunk, per line	\$15.93 <b>(I)</b>	\$45.00
Two Way Combo Trunk	\$47.02 <b>(I)</b>	\$45.00
PBX/Attendant Trunk	\$15.93 <b>(I)</b>	\$45.00
<b>TWO YEAR TERM</b>		
DID Trunk, per line	\$44.80 <b>(I)</b>	\$45.00
DOD Trunk, per line	\$15.18 <b>(I)</b>	\$45.00
Two Way Combo Trunk	\$44.80 <b>(I)</b>	\$45.00
PBX/Attendant Trunk	\$15.18 <b>(I)</b>	\$45.00
<b>THREE YEAR TERM</b>		
DID Trunk, per line	\$42.58 <b>(I)</b>	\$45.00
DOD Trunk, per line	\$14.44 <b>(I)</b>	\$45.00
Two Way Combo Trunk	\$42.58 <b>(I)</b>	\$45.00
PBX/Attendant Trunk	\$14.44 <b>(I)</b>	\$45.00

DID Numbers

Per 20 numbers

MRC  
 \$8.89 **(I)**

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PRI T-I Service

PRI T-1 (Primary Rate Interface) T-1 Service provides the customer with a direct digital connection via switched access to one or more private or public services. PRI T-1 Service is an enhanced T-1 service that allows the customer Integrated Services Digital network (ISDN) bandwidth that facilitates end-to-end digital connectivity to support a variety of services. PRI T-1 Service is 23 B channels each being a full 64,000 bps. One channel is a D channel to allow for signaling information to be passed. The service is utilized to connect ISDN compatible equipment at the customer premises to a suitably equipped Company node.

PRI T-1 Rates

		<u>MRC</u>	<u>NRC</u>
PRI T-1	1 yr. Term	\$2962.40 <b>(I)</b>	\$300.00
PRI T-1	2 yr. Term	\$2,666.16 <b>(I)</b>	\$300.00
PRI T-1	3 yr. Term	\$2,369.92 <b>(I)</b>	\$300.00
TecPath	1 yr. Term	\$2,962.40 <b>(I)</b>	\$300.00
TecPath	2 yr. Term	\$2,666.16 <b>(I)</b>	\$300.00
TecPath	3 yr. Term	\$2,369.92 <b>(I)</b>	\$300.00

Flat Rate, Unlimited - Business

MRC:	\$66.65 <b>(I)</b>
NRC:	\$45.00

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Message/Measured Rate - Business

Message Service Rates

Where available, the rates shown entitle the customer to local messages to all telephones bearing the designation of any central office of the exchanges and zones included as specified in the associated exchange area. For message rate customers, one message unit applies for each local message to dial tone lines in the local service portion of the customer's exchange area.

Measured Service Rates

Billing: One minute minimum/One minute increments  
Rates: All rates shown are per-minute rates

Line Rate, per month                      Subject to availability, ICB pricing

Usage Plans:

Local Calling

Per Message	\$0.1035
Per Initial Minute	\$0.0227
Each Additional Minute	\$0.0227

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Emergency Call Forwarding Charge

At the Customer’s request, the Company may assist in activating or updating their Call Forwarding (or Call Forwarding on their DTO). The Company will provide this assistance at no cost to the Customer if the request is due to a problem with the PAETEC network. If it is not a PAETEC network problem, then the Customer will be billed a non-recurring charge per line.

Non-Recurring Charge

Emergency Call Forwarding     \$146.64 per line

Administrative Services Fee (“ASF”)

The Administrative Services Fee is a flat 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 PAETEC Communications FCC Tariff No. 3, Section 5.8, publicly posted at <http://www.tariffs.net/windstream/>.

Restoration of Service

Service suspended by the Company and later restored will be subject to a reconnection fee of \$100.00 for business Customers. Service disconnected by the Company and later re-installed, will be subject to all applicable installation charges, and the Customer will pay such charges prior to reinstallation of service.

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Convenience Fee

In the event a business Customer makes a one-time or recurring payment using a credit 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 will be assessed at the point of payment and will not appear on the Customer's invoice.

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