

**Windstream New Edge, LLC**  
4001 Rodney Parham Road  
Little Rock, Arkansas 72212  
Issued by: Senior Regulatory Counsel

Maryland Local and Long Distance Price Guide  
Original Title Page

Effective: December 29, 2017

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INTRASTATE TELECOMMUNICATIONS SERVICES PRICE GUIDE

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*This Price Guide includes the local and long distance telecommunications services offered to Customers within the State of Maryland that are de-tariffed and/or unregulated by the State of Maryland Public Service Commission.*

Price Guide Schedule Applicable to  
Facilities-Based and Resold Local Exchange,  
Interexchange Telecommunications Services and Data Transport Services

**Windstream New Edge, LLC**  
**f/k/a EarthLink Business, LLC**

Between Points Within the State of Maryland

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**CHECK SHEET**

Pages of this price guide, as indicated below, are effective as of the date shown at the bottom 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 bottom of this page.

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**SECTION 1 - GENERAL**

1.1 Explanation of Symbols

- (C) - To signify a changed regulation
- (D) - To signify a discontinued rate or regulation
- (I) - To signify an increase in a rate
- (M) - To signify text or rates relocated without change
- (N) - To signify a new rate or regulation or other text
- (R) - To signify a reduction in a rate
- (S) - To signify reissued regulations
- (T) - To signify a change in text but no change in rate
- (Z) - To signify a correction

1.2 Application of the Price Guide

- 1.2.1 This price guide governs the Carrier's services that originate and terminate in Maryland. Specific services and rates are described elsewhere in this price guide.
  - 1.2.2 The Company's services are available to carrier Customers.
  - 1.2.3 The Company's service territory is statewide.
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**SECTION 1 - GENERAL (CONT'D.)**

1.3 Definitions

“Carrier,” “Company” or “Utility” refers to Windstream New Edge, LLC .

“Commission” means the Maryland Public Service Commission.

“Completed call” is a call which the Company’s network has determined has been answered by a person, answering machine, fax machine, computer modem device, or other answering device.

“Customer” means any person, firm, corporation, or governmental entity who has applied for and is granted service or who is responsible for payment of service.

“Dedicated” means a facility or equipment system or subsystem set aside for the sole use of a specific Customer or End User.

“DSL” means Digital Subscriber Line.

“End Office” means the switching system office or serving wire center where loops are terminated for purposes of interconnection to each other and/or to trunks.

“End User” means a person, firm or corporation who is designated by the Customer as a user of Company's Service furnished to the Customer. The End User must be specifically identified in the Application for Service.

“End User Premises Equipment” means equipment provided by the Customer, the End User, or any party other than the Company that is located on the End User’s premises and is connected to the Company’s network.

“Individual Case Basis” means a service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer and at the Company's sole discretion.

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**SECTION 1 - GENERAL (CONT'D.)**

1.3 Definitions (Cont'd.)

“Kbps” means kilobits per second, denotes thousands of bits per second.

“Mbps” means megabits per second, denotes millions of bits per second.

“Origination Point” means the point of demarcation between the Company’s facilities and those of the End User.

“Premises” means the space occupied by a Customer or End User in a building or buildings or contiguous property.

“Recurring Charges” means the monthly charges to the Customer for Services, facilities and equipment, which continues for the agreed-upon duration of the Service.

“Residential” Customer is a Customer who has telephone service at a dwelling and who uses the service primarily for domestic or social purposes. All other Customers are non-residential Customers.

“Service” means any telecommunications service(s) provided by the Carrier under this price guide.

“Service Order” mean the request for Company Services submitted by the Customer in the format devised by the Company. The submission of a Service Order by the Customer and confirmation thereof by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this price guide.

“Special Facilities” means any facilities, goods, supplies, products, equipment, fixtures or other installation specifically installed or constructed for Customer by Company pursuant to a negotiated agreement between Company and Customer.

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**SECTION 1 - GENERAL (CONT'D.)**

1.3 Definitions (Cont'd.)

“Station” means a telephone instrument consisting of a connected transmitter, receiver, and associated apparatus to permit sending or receiving telephone messages.

“Term Agreement” means an agreement between the Company and a Customer for the delivery of Services for a stated minimum duration.

“Termination Point” means the demarcation point between Company’s facilities and the Customer’s facilities.

“Transmission Speed” means the transmission speed or rate, in bits per second (bps), as agreed to by Company and Customer.

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**SECTION 2 - RULES AND REGULATIONS**

All Windstream New Edge, LLC Customers within Maryland are subject to the  
Terms and Conditions of Service as found at the following link:

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



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**SECTION 3 - DESCRIPTION OF SERVICES**

3.1 Trial Services

The Company may offer new services from time to time on a trial basis subject to Commission approval. Such trials are limited to a maximum of six months at which time the trial offering must be either withdrawn or made available on permanent basis.

3.2 Promotional Offerings

The Company may offer existing services on a promotional basis, subject to Commission approval, that provides special rates, terms, or conditions of service. Promotional offerings are limited to a maximum of six months at which time the promotional offering must be either withdrawn or made available on a permanent basis. All promotions, regardless of whether services are given away for free, are subject to Commission approval. The Company may file a promotional offering on one days notice to the Commission.

3.3 Individual Case Basis (“ICB”) Offerings

The price guide may not specify the price of a service in the price guide as ICB. The Company may or may not have an equivalent service in its price guide, and the quoted ICB rates may be different than the price guide rates. An ICB must be provided under contract to a Customer and the contract filed (can be under seal) with the Commission. All Customers have non-discriminatory access to requesting the service under an ICB rate.

3.4 Customized Pricing Arrangements (“CPAs”) Offerings

The Company may offer CPAs to eligible Customers. Each CPA is customized to meet the specific needs of a Customer. Rates quoted are different from the price guide rates. CPA rates must be provided under contract to a Customer.

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**SECTION 4 - RATES AND CHARGES**

4.1 Calculation of Rates

4.1.1 Local Loop per Month

|               |          |
|---------------|----------|
| 144 kbps IDSL | \$82.69  |
| 160 kbps      | \$82.69  |
| 200 kbps      | \$99.23  |
| 416 kbps      | \$137.81 |
| 784 kbps      | \$181.91 |
| 1040 kbps     | \$219.40 |
| 1.54 Mbps     | \$275.63 |

4.1.2 Aggregation

| <u>Time From</u><br><u>Interconnection</u> | <u>With Company Provided DS-</u><br><u>3 link (up to 25 miles)</u> | <u>Without DS-3 Link</u> |
|--|--|--------------------------|
| First Month                                | \$1,102.50   | \$551.25                 |
| Second Month                               | \$2,205.00   | \$1,102.50               |
| Third Month                                | \$3,307.50   | \$1,929.38               |
| Fourth Month (After)                       | \$4,410.00   | \$2,756.25               |

Note: DS-3 links of more than 25 miles will be priced on an ICB basis.

Note: applies to Customers in same collocation space as well as those who purchase or provide their own DS3 interconnection.

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION**

5.1 General

IntraLATA toll presubscription is a procedure whereby an end user may select and designate an IntraLATA Toll Provider (“ITP”) to access IntraLATA toll calls without dialing an access code. The end user may designate an ITP for IntraLATA toll, a different carrier for InterLATA toll, or the same carrier for both. This ITP is referred to as the end user preferred IntraLATA toll provider.

Each carrier will have one or more access codes assigned to it for various types of service. When an end user selects a carrier as its preferred IntraLATA toll provider, only one access code of that carrier may be incorporated into the switching system of the Company permitting access to that carrier by the end user without dialing an access code. Should the same end user wish to use other services of the same carrier, it will be necessary for the end user to dial the necessary access code(s) to reach that carrier’s other service(s).

An ITP must use Feature Group D (“FGD”) Switched Access Service to qualify as an IntraLATA toll provider. All ITPs must submit a Letter of Intent (“LOI”) to the Company at least twenty days prior to the IntraLATA toll-presubscription-conversion date or, if later, forty-five days prior to the date on which the carrier proposed to begin participating in IntraLATA toll presubscription.

Selection of an ITP by an end user is subject to the terms and conditions in Section 5.2.

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)**

5.2 Presubscription Charge Application

5.2.1 Initial Free Presubscription Choice for New Users

New end users (including an existing Customer who orders an additional line) who subscribe to service will be asked to select a primary ITP when they place an order for Company Exchange Service. If a Customer cannot decide upon an IntraLATA toll carrier at the time, the Customer will have thirty days following completion of the service request to make an IntraLATA PIC choice without charge. In the interim, the Customer will be assigned a "No-PIC" and will have to dial an access code to make IntraLATA toll calls. The free selection period available to new end users is the period within thirty days of installation of the new service.

Initial free selections available to new end user are:

- A. Designating an ITP as their primary carrier, thereby requiring no access code to access that ITP's service. Other carriers are accessed by dialing 101-XXXX or other required codes.
- B. Choosing no carrier as a primary carrier, thus requiring 101-XXXX code dialing to access all ITPs. This choice can be made by directly contacting the Company.
- C. Following a new end user's or Pay Telephone Service Provider's free selections, any change made more than 30-days after presubscription is implemented is subject to a nonrecurring charge, as set forth in 5.6.1 following.

5.2.2 Charge for IntraLATA Toll Presubscription

After expiration of the initial free presubscription choice period for new Customers, as specified above, or existing Customers, the end user or ITP will be assessed an IntraLATA Toll presubscription charge as specified in 5.7.1.

5.2.3 Cancellation of IntraLATA Toll Presubscription by an ITP

If an ITP elects to discontinue Feature Group D service after implementation of the IntraLATA toll presubscription option, the ITP is obligated to contact, in writing, all end users who have selected the canceling ITP as their preferred IntraLATA toll provider. The ITP must inform the end users that it is canceling its Feature Group D service, request that the end user select a new ITP and state that the canceling ITP will pay the PIC change charge. The ITP must provide written notification to COMPANY that this activity has taken place.

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)**

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”)

5.3.1 When a discrepancy is determined regarding an end user’s designation of a preferred IntraLATA toll carrier, the following applies depending upon the situation described:

A signed letter of authorization takes precedence over any order other than subsequent, direct Customer contact with the Company.

When two or more orders are received for an end user line generated by telemarketing, the date field on the mechanized record used to transmit PIC change information will be used as the PIC authorization date. The order with the latest application date determines Customer choice.

5.3.2 Verification of Orders for Telemarketing

No ITP shall submit to the Company a PIC change order generated by outbound telemarketing unless, and until, the order has first been conformed in accordance with the following procedures:

- A. The ITP has obtained the Customer’s written authorization to submit the order that explains what occurs when a PIC is changed and confirms:
  - 1. The Customer’s billing name and address and each telephone number to be covered by the PIC change order;
  - 2. The decision to change the PIC to the ITP; and
  - 3. The Customer's understanding of the PIC change fee; or
- B. The ITP has obtained the Customer’s electronic authorization, placed from the telephone number(s) on which the PIC is to be changed, to submit the order that confirms the information described in 5.3.2.A preceding to confirm the authorization; or
- C. An appropriately qualified and independent third party operating in a location physically separate from the outbound telemarketing representative has obtained the Customer’s oral authorization to submit the PIC change order that confirms and includes appropriate verification date (e.g., the Customer’s date of birth or social security number).

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**SECTION 5 - INTRALATA TOLL PRESUBSCRIPTION (CONT'D.)**

5.3 End User/Pay Telephone Service Provider Charge Discrepancy (“Anti-Slamming Measure”) (Cont'd.)

5.3.3 The Company will follow the Federal Communications Commission’s and the Maryland Public Service Commission’s regulations regarding slamming. The Company will not impose a penalty or charge for unauthorized IntraLATA toll provider changes.

5.3.4 The Customer owns the exclusive right to select the PIC of their choice, and may choose to migrate from one carrier to another at any time. There is no reason a carrier may refuse to release a Customer who has stated their intent to select a different carrier.

5.4 Informational Notice to Customers

The Company will provide written notification to Customers of their IntraLATA presubscription options and rights within 30 days of subscribing for service.

5.5 **Rates and Charges**

5.5.1 Charge for ITP Carrier Change \$0.00

5.5.2 Charge for Switchback Carrier Change \$0.00

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**SECTION 6 – MISCELLANEOUS PROVISIONS**

- 6.1 Customer Complaints and Billing Disputes
- 6.1.1 Customers may notify the carrier of billing or other disputes either orally or in writing. There is no time limit for submitting disputes.
- 6.1.2 Customer complaints and billing disputes that are not satisfactorily resolved may be presented by the Customer to:
- Office of External Relations  
Maryland Public Service Commission  
6 St. Paul Street  
Baltimore, MD 21202
- 410-767-8028 (Office of External Relations)  
410-767-8000 (Main PSC number)  
1-800-492-0474 (Toll-free PSC number)
- 6.1.3 The Company provides the following toll free number 1-866-636-3343 for Customers to contact the carrier in accordance with COMAR 20.45.04.02.B.
- 6.1.4 The Company will not collect attorney fees or court costs from Customers.
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**SECTION 6 – MISCELLANEOUS PROVISIONS**

6.2 Overcharge/Undercharge

6.2.1 Overcharge/undercharge provisions will be in accordance with COMAR 20.45.04.01.

6.2.2 When a Customer has been overcharged, the amount shall be refunded or credited to the Customer.