

Cavalier Telephone Mid-Atlantic, L.L.C.

d/b/a PAETEC Business Services

**INTRASTATE INTEREXCHANGE SERVICES,
Regulations and Schedule of Charges**

- The Company's tariff is in concurrence with all applicable State and Federal Laws (including, but not limited to, 52 Pa. Code, 66 Pa. C.S. and the Telecommunications Act of 1934, as amended), and with the Commission's applicable Rules and Regulations and Orders. Any provisions contained in this Tariff that are inconsistent with the foregoing mentioned will be deemed inoperative and superseded.
- This tariff has been filed with the Pennsylvania Public Utility Commission. Copies are available for inspection at the Company's place of business: 4001 Rodney Parham Road, Little Rock, AR 72212.

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Cavalier Telephone Mid-Atlantic, L.L.C.

d/b/a PAETEC Business Services

Pennsylvania P.U.C. Tariff No. 2

Original Page No. 2

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Cavalier Telephone Mid-Atlantic, L.L.C.

d/b/a PAETEC Business Services

Supplement No. 2

Pennsylvania P.U.C. Tariff No. 2

First Revised Page No. 3

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Pennsylvania P.U.C. Tariff No. 2

Eleventh Revised Page No. 4

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CHECK SHEET

The title page and all sheets inclusive of this tariff are effective as of the date shown. Original and revised sheets, as named below, comprise all changes from the original tariff in effect.

<u>Page</u>	<u>Revision</u>		<u>Page</u>	<u>Revision</u>
Title		*		
Title	Third Rev.	*	26	Original
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21	1 st Rev.	*		
21.1	Original	*		
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d/b/a PAETEC Business Services

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Cancels Eighth Revised Page No. 4.1

LISTING OF MODIFICATIONS

Title Page	Updates Supplement Number
3 rd Revised Title Page	Updates Company's Corporate Address
11 th Revised Page 4	Updates Check Sheet
9 th Revised Page 4.1	Updates Listing of Modifications
1 st Revised Page 21	Introduces Convenience Fee Schedule for business Customers
Original Page 21.1	Relocates text moved from Page 21
4 th Revised Page 22	Introduces a Tiered Collection Fee Schedule for business Customers

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EXPLANATION OF SYMBOLS.

REFERENCE

MARKS, AND ABBREVIATIONS OF TECHNICAL TERMS USED IN THIS TARIFF

The following symbols shall be used in this tariff for the purpose indicated below:

- | | |
|-----|---|
| (C) | To signify changed regulation. |
| (I) | To signify increased rate. |
| (D) | To signify a discontinued rate or regulation. |

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Cavalier Telephone Mid-Atlantic, L.L.C.

d/b/a PAETEC Business Services

Pennsylvania P.U.C. Tariff No. 2

Original Page No. 6

APPLICATION OF TARIFF

This tariff sets forth general rates, terms and conditions applicable to Inter-Exchange intrastate regulated telecommunications services offered by Cavalier Telephone Mid-Atlantic within Pennsylvania.

When services and facilities are provided in part by Cavalier Telephone Mid-Atlantic and in part by other companies, the regulations of Cavalier Telephone Mid-Atlantic apply only to that portion of the service or facilities furnished by Cavalier.

When services and facilities provided by Cavalier Telephone Mid-Atlantic are used to obtain access to the regulated or unregulated services provided by another company, or are used by another company as a part of the regulated or unregulated services offered by that company, the regulations of Cavalier Telephone Mid-Atlantic apply only to the use of Cavalier Telephone Mid-Atlantic's services and facilities.

Cavalier Telephone Mid-Atlantic may offer various unregulated services in conjunction with or ancillary to its regulated services from time to time.

All offered services contained herein are subject to available facilities and authorized from the local municipalities in the jurisdiction where the service is offered.

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1.0 DEFINITIONS

Advance Payment: Part or all of a payment required before the start of service.

Commission: The Pennsylvania Public Utility Commission.

Communications Services: The Company's intrastate toll and local exchange switched telephone services offered throughout the Company's exchange areas.

Company or Cavalier: Cavalier Telephone Mid-Atlantic, L.L.C., the issuer of this tariff.

Customer or Subscriber: The person, firm or corporation that orders service and is responsible for the payment of charges and compliance with the Company's regulations..

Joint User: A person, firm or corporation that is designated by the Customer as a user of services furnished to the Customer by Cavalier and to whom a portion of the charges for the service will be billed under a joint user arrangement as specified herein.

LATA: A Local Access and Transport Area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192; or any other geographic area designated as a LATA in the National Exchange Carrier Association, Inc. Tariff FCC No. 4.

Local Exchange Carrier or ("LEC"): Denotes any individual, partnership, association, joint-stock company, trust or corporation engaged in providing switched communication within an exchange.

Point of Connection: A Location designated by Cavalier Telephone Mid-Atlantic for the connection of Customer Provided wiring and Terminal Equipment to the Cavalier Telephone Mid-Atlantic Provided Services.

Recurring Charges: The monthly charges to the Customer for services, facilities and equipment, that continue for the agreed upon duration of the service.

Service Commencement Date: The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service that does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

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DEFINITIONS (Con't)

Service Order: The written request for Network Services executed by the Customer and the Company in the format devised by the Company. The signing of a Service Order by the Customer and acceptance by the Company initiates the respective obligations of the parties as set forth therein and pursuant to this tariff, but the duration of the service is calculated from the Service Commencement Date.

Shared: A facility or equipment system or subsystem that can be used simultaneously by several Customers.

Two Way: A service attribute that includes outward dial capabilities for outbound calls and can also be used to carry inbound calls to a central point for further processing.

User or End User: A Customer, Joint User, or any other person or entity accessing or utilizing the services furnished by the Company to the Customer under this tariff.

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2.0 REGULATIONS

2.1 Undertaking of the Company

2.1.1 Scope

- A) The Company undertakes to furnish communications service pursuant to the terms of this tariff in connection with one-way and/or two-way voice transmission between points within the Commonwealth of Pennsylvania. Service is available only to Customers located in the service areas specified in Section 5 of this tariff.
- B) This service is only provided to customers that purchase the company's local exchange or access service.

2.1.2 Shortage of Equipment or Facilities

- A) The Company reserves the right to limit or to allocate the use of existing facilities, or of additional facilities offered by the Company, when necessary because of lack of facilities, or due to some other cause beyond the Company's control.
- B) The furnishing of service under this tariff is subject to the availability on a continuing basis of all the necessary facilities and is limited to the capacity of the Company's facilities as well as facilities the Company may obtain from other carriers to furnish service from time to time as required at the sole discretion of the Company.

2.1.3 Terms and Conditions

- A) For the purpose of computing charges in this tariff, a month is considered to have 30 days.

2.1.3 Terms and Conditions (Cont'd)

- B) Customers may be required to enter into written service orders which shall contain or reference a specific description of the service ordered, the rates to be charged, the duration of the services, and the terms and conditions in this tariff. Customers will also be required to execute any other documents as may be reasonably requested by the Company.
- C) A Customer who wishes to have service discontinued shall give at least fifteen (15) days oral or written notice to the Company, specifying the date on which it is desired to have service terminated. A business Customer who wishes to have service discontinued shall give at least 30 days' written notice unless otherwise specified in an agreement with the Company. The Customer shall retain responsibility for service and equipment until the day and time on which service is discontinued. If the Customer fails to provide the Company with proper notice or access to the premises, the Customer shall continue to be responsible for equipment and services rendered.
- D) At the expiration of the initial term specified in each Service Order, or in any extension thereof, service shall continue on a month-to-month basis at the then current rates unless terminated by either party upon 15 days' written notice by the Company or 30 days written notice by the business Customer or 15 days notice by the residential customer. Any termination shall not relieve the Customer of its obligation to pay any charges incurred under the service order and this tariff prior to termination. The rights and obligations, which by their nature extend beyond the termination of the term of the service order shall survive such termination.
- E) Service may be terminated upon written notice to the Customer if:
- 1) The Customer is using the service in violation of this tariff; or
 - 2) The Customer is using the service in violation of the law.
- F) Upon suspension of service, the Company shall provide the Customer with a termination notice detailing the termination date and time and how the Customer may have service restored. The termination notice for residential Customers will include a medical emergency restoration notice explaining how Customers with medical emergencies may delay termination of basic service.

2.1.3 Terms and Conditions (Cont'd)

- G) This tariff shall be interpreted and governed by the laws of the Commonwealth of Pennsylvania regardless of its choice of laws provision.
- H) Notwithstanding the provisions of this Section, the Company will comply with the rules and regulations of the Commission.

2.1.4 Liability of the Company

- A) The liability of the Company for damages arising out of the furnishing of its services, including but not limited to mistakes, omissions, interruptions, delays, or errors, or other defects, representations, or use of these services or arising out of the failure to furnish the service, whether caused by acts or omissions, shall be limited to the extension of allowances for interruption as set forth in Section 2.7. The extension of such allowances for interruption shall be the sole remedy of the Customer and the sole liability of the Company.
- B) The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action, or request of the United States Government, or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation, or other instrumentality of any one or more of these federal, state, or local governments, or of any civil or military authority; national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials; or strikes, lock-outs, work stoppages, or other labor difficulties.
- C) The Company shall not be liable for any act or omission of any entity furnishing to the Company nor to the Company's Customers facilities, telecommunications services or equipment used for or with the services the Company offers.
- D) The Company shall not be liable for any damages or losses due to the fault or negligence of the Customer or due to the failure or malfunction of Customer-provided equipment or facilities.

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2.1.4 Liability of the Company (Cont'd)

- E) The Company does not guarantee nor make any warranty with respect to installations that it provides for use in an explosive atmosphere. The Customer indemnifies and holds the Company harmless against any and all loss, claims, demands, suits, or other action, or any liability whatsoever, whether suffered, made, instituted, or asserted by any other party or person(s), and for any loss, damage, or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused directly or indirectly by the installation, operation, failure to operate, maintenance, removal presence, condition, location, or use of any installation so provided. The Company reserves the right to require each Customer to sign an agreement acknowledging acceptance of the provisions of this section as a condition precedent to such installations.
- F) The Company is not liable for any defacement of or damage to Customer premises resulting from the furnishing of services or equipment on such premises or the installation or removal thereof, unless such defacement or damage is caused by negligence or willful misconduct of the Company's agents or employees.
- G) The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by the Customer for the specific services giving rise to the claim. No action or proceeding against the Company shall be commenced more than three years after the service is rendered.
- H) Under no circumstances shall this tariff be construed to make the Company liable to the Customer for any indirect, special, incidental, consequential, or other damages including, but not limited to, harm to business, lost revenues, lost profits, lost savings, or other commercial or economic loss, whether foreseeable or not and regardless of notification of the possibility of such damages.
- I) **THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.**

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2.1.5 Notification of Service-Affecting Activities

The Company will provide the Customer reasonable notification of service-affecting activities that may occur in the normal operation of its business. Such activities may include, but are not limited to, equipment or facilities additions, removals or rearrangements and routine preventative maintenance. Generally, such activities are not specific to an individual Customer but affect many Customers' services. No specific advance notification period is applicable to all service activities. The Company will work cooperatively with the Customer to determine the reasonable notification requirements. With some emergency or unplanned service-affecting conditions, such as an outage resulting from cable damage, notification to the Customer may not be possible.

2.1.6 Provision of Equipment and Facilities

- A) The Company shall use reasonable efforts to make available services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this tariff. The Company does not guarantee availability by any such date and shall not be liable for any delays in commencing service to any Customer.
- B) The Company shall use reasonable efforts to maintain only the facilities and equipment that it furnishes to the Customer. The Customer may not, nor may the Customer permit others to, rearrange, disconnect, remove, attempt to repair, or otherwise interfere with any of the facilities or equipment installed by the Company, except upon the written consent of the Company.
- C) The Company may substitute, change or rearrange any equipment or facility at any time and from time to time, but shall not thereby alter the technical parameters of the service provided the Customer.
- D) Equipment the Company provides or installs at the Customer Premises for use in connection with the services the Company offers shall not be used for any purpose other than that for which it was provided by the Company.
- E) The Customer shall be responsible for the payment of service charges as set forth herein for visits by the Company's agents or employees to the Premises of the Customer when the service difficulty or trouble report results from the use of equipment or facilities provided by any party other than the Company, including but not limited to the Customer.

Provision of Equipment and Facilities (Cont'd)

F) The Company shall not be responsible for the installation, operation, or maintenance of any Customer-provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this tariff, the responsibility of the Company shall be limited to the furnishing of facilities offered under this tariff and to the maintenance and operation of such facilities. Subject to this responsibility, the Company shall not be responsible for:

- 1) The transmission of signals by Customer-provided equipment or for the quality of, or defects in, such transmission; or
- 2) The reception of signals by Customer-provided equipment.

2.1.7 Non-routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in hazardous locations. In such cases, charges based on cost of the actual labor, material, or 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.

2.1.8 Ownership of Facilities

Title to all facilities provided in accordance with this tariff remains in the Company, its agents or contractors.

2.2 Prohibited Uses

- A) The services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all required governmental approvals, authorizations, licenses, consents and permits.
- B) The Company may require applicants for service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Pennsylvania Public Utility Commission regulations, policies, orders, and decisions.

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2.2 Prohibited Uses (Cont'd)

- C) The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.
- D) A Customer, Joint User, or Authorized User may not assign, or transfer in any manner, the service or any rights associated with the service without the written consent of the Company. The Company will permit a Customer to transfer its existing service to another entity if the existing Customer has paid all charges owed to the Company for regulated communications services. Such a transfer will be treated as a disconnection of existing service and installation of new service, and non-recurring installation charges as stated in this tariff will apply.
- E) Residential services offered by the Company shall not be used by persons not eligible to subscribe to residential services under the applicable tariffs of the Company's underlying service providers. The Company may require the Customer to provide adequate proof of its compliance with any applicable eligibility criteria.

2.3 Obligations of the Customer

2.3.1 General

The Customer shall be responsible for:

- A) The payment of all applicable charges pursuant to this tariff;
- B) Damage to or loss of the Company's facilities or equipment caused by the acts or omissions of the Customer; or the noncompliance by the Customer, with these regulations; or by fire or theft or other casualty on the Customer Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- C) Providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate Company facilities and equipment installed on the premises of the Customer, and the level of heating and air conditioning necessary to maintain the proper operating environment on such premises;

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2.3 Obligations of the Customer (Cont'd)

- D) Obtaining, maintaining, and otherwise having full responsibility for all rights-of-way and conduits necessary for installation of fiber optic cable and associated equipment used to provide Communication Services to the Customer from the cable building entrance or property line to the location of the equipment space described in Section 2.3.1(C). Any and all costs associated with obtaining and maintaining the rights-of-way described herein, including the costs of altering the structure to permit installation of the Company-provided facilities, shall be borne entirely by, or may be charged by the Company to, the Customer. The Company may require the Customer to demonstrate its compliance with this section prior to accepting an order for service;
- (E) Providing a safe place to work and complying with all laws and regulations regarding the working conditions on the premises at which Company employees and agents shall be installing or maintaining the Company's facilities and equipment. The Customer may be required to install and maintain Company facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company. The Customer shall be responsible for identifying, monitoring, removing and disposing of any hazardous material prior to any construction or installation work;
- F) Complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of Company facilities and equipment in any Customer premises or the rights-of-way for which Customer is responsible under Section 2.3.1(D); and granting or obtaining permission for Company agents or employees to enter the premises of the Customer at any time for the purpose of installing, inspecting, maintaining, repairing, or upon termination of service as stated herein, removing the facilities or equipment of the Company;
- G) Not creating, or allowing to be placed, any liens or other encumbrances on the Company's equipment or facilities; and
- H) Making Company-provided facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which service is interrupted for such purposes.

2.3.2 Claims

With respect to any service or facility provided by the Company, Customers shall indemnify, defend and hold harmless the Company from and against all claims, actions, damages, liabilities, costs and expenses, including reasonable attorneys' fees for:

- A) Any loss, destruction or damage to the property of the Company or any third party, or death or injury to persons, including, but not limited to, employees or invitees of either party, to the extent caused by or resulting from the negligent or intentional act or omission of the Customer, its employees, agents, representatives or invitees; or
- B) Any claim, loss, damage, expense or liability for infringement of any copyright, patent, trade secret, or any proprietary or Cavalier intellectual property right of any third party, arising from any act or omission by the Customer, including, without limitation, use of the Company's services and facilities in a manner not contemplated by the agreement between the Customer and the Company.

2.4 Special Applications

2.4.1 Special Assembly

Subject to the agreement of the Company and to all of the regulations contained in this tariff, the Company may arrange, on a reasonable effort basis, for the special assembly of facilities at the request of the Customer. Special assembly is that construction undertaken:

- Where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- Of a type other than that which the Company would normally utilize in the furnishing of its services;
- Over a route other than that which the Company would normally utilize in the furnishing of its services;
- In a quantity greater than that which the Company would normally provide;
- On an expedited basis;
- On a temporary basis until permanent facilities are available;

2.4.1 Special Assembly (Cont'd)

- Involving abnormal costs; or
- In advance of its normal construction

The Company will file the Special Assembly, including the contract terms, conditions and rates by letter with the Communications Division.

2.4.2 Individual Case Basis Arrangements (ICB's)

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in the tariff. ICB rates will be offered to the Customer in writing and on a nondiscriminatory basis.

ICB's will be filed with the Communications Division of the Commission.

2.5 Customer Equipment and Channels

2.5.1 General

A User may transmit or receive information or signals via the facilities of the Company. The Company's services are designed primarily for the transmission of voice-grade telephonic signals, except as otherwise stated in this tariff. A User may transmit any form of signal that is compatible with the Company's equipment, but the Company does not guarantee that its services will be suitable for purposes other than voice-grade telephonic communication except as specifically stated in this tariff.

2.5.2 Station Equipment

- A) Terminal equipment on the User's premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company Point of Connection.

2.5 Customer Equipment and Channels (Cont'd)

2.5.2 Station Equipment (Cont'd)

- B) The Customer is responsible for ensuring that Customer-provided equipment connected to Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.

2.5.3 Interconnection of Facilities

- A) Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing Communication Services and the channels, facilities, or equipment of others shall be provided at the Customer's expense.
- B) Communication Services may be connected to the services or facilities of other communications carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications carriers that are applicable to such connections.
- C) Facilities furnished under this tariff may be connected to Customer-provided terminal equipment in accordance with the provisions of this tariff. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.
- D) Users may interconnect communications facilities that are used in whole or in part for interstate communications to services provided under this tariff only to the extent that the user is an "End User" as defined in Section 69.2(m), Title 47, Code of Federal Regulations (1995 edition).

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2.5 Customer Equipment and Channels (Cont'd)

2.5.4 Inspections

- A) Upon suitable notification to the Customer, and at a reasonable time, the Company or its agent may make such tests and inspections as may be necessary to determine that the Customer is complying with the requirements set forth in Section 2.5.2(B) for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

- B) If the protective requirements for Customer-provided equipment are not being complied with, the Company or its agents may take such action as it deems necessary to protect its facilities, equipment, and personnel. The Company will notify the Customer promptly if there is any need for further corrective action. Within ten days of receiving this notice, the Customer must take this corrective action and notify the Company of the action taken. If the Customer fails to do this, the Company may take whatever additional action is deemed necessary, including the suspension of service, to protect its facilities, equipment and personnel from harm.

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2.6 Payment Arrangements

2.6.1 Payment for Service

A) The Customer is responsible for the payment of all charges for facilities and services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those services are used by the Customer itself or are resold to or shared with other persons.

B) In addition, the Customer is responsible for payment of any sales, use, gross receipts, gross revenues, excise, access, universal service or other local, state and federal taxes, charges or surcharges (however designated) (excluding taxes on the Company's net income) including the Federal Subscriber Line Charge (SLC) imposed on or based upon the provision, sale or use of Network Services.

C) 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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(C)

Certain material previously found on this page is now located on Page 21.1.

2.6 Payment Arrangements (Cont'd)

2.6.2 Billing and Collection of Charges

- A) Non-recurring charges are due and payable from the Customer within 20 days after the mail date on the bill, unless otherwise agreed to in advance.
- B) The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which service is provided, and Recurring Charges shall be due and payable within 20 days after the mail date in the bill. When billing is based on Customer usage, charges will be billed monthly for the proceeding billing periods.
- C) When service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
- D) Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the service or facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the service or facility does not conform to standards set forth in this tariff or the Service Order. Billing accrues through and includes the day that the service, circuit, arrangement or component is discontinued.

Material now found on this page was previously located on Page 21.

2.6.4 Deposits

- A) The Company may require a deposit from Customers to protect against uncollectible accounts. The maximum amount of any deposit shall not exceed the equivalent of the customers estimated liability for two months usage.
- B) The Company will pay interest on deposits held longer 90 days, to accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund. The Commission shall notify the Company in January of the interest rate prevailing for that year)
- C) At the option of the customer making a security deposit, the Company shall annually make either direct payment to the customer of all accrued interest, or shall credit same to the customer's account. Customer deposits may be refunded by a utility at any time. Residential Customer's deposits should not be held longer than one year and all other deposits should not be held longer than two years provided the customer has established satisfactory credit during the period.
- D) When the Company requires a deposit from any residential customer, said customer shall be permitted to pay it in three consecutive equal monthly installments whenever the total amount of the required deposit exceeds the sum of forty dollars (\$40.00). Provided, however, that the Company shall have the discretion to allow payment of any deposit (more or less than \$40.00) over a longer period of time to avoid undue hardship.

2.6.5 Discontinuance of Service

- A) Upon nonpayment of any amounts on usage owing to the Company, the Company at its discretion may terminate service without notice.
- B) Upon violation of any of the other material terms or conditions for furnishing service the Company may, by giving 10 days prior notice in writing to the Customer, discontinue or suspend service without incurring any liability if such violation continues during that period.
- C) Upon condemnation of any material portion of the facilities used by the Company to provide service to a Customer or if a casualty renders all or any material portion of such facilities inoperable beyond feasible repair, the Company, by notice to the Customer, may discontinue or suspend service without incurring any liability.
- D) Upon the Customer's insolvency, assignment for the benefit of creditors, filing for bankruptcy or reorganization, or failing to discharge an involuntary petition within the time permitted by law, the Company may immediately discontinue or suspend service without incurring any liability.
- E) Upon any governmental prohibition or required alteration of the services to be provided or any violation of an applicable law or regulation, the Company may immediately discontinue service without incurring any liability.
- F) In the event of fraudulent use of the Company's network, the Company will discontinue service without notice and/or seek legal recourse to recover all costs involved in enforcement of this provision.
- G) Upon the Company's discontinuance of service to the Customer under Section 2.6.5(A) or 2.6.5(B), the Company, in addition to all other remedies that may be available to the Company at law or in equity or under any other provision of this tariff, may declare all future monthly and other charges that would have been payable by the Customer during the remainder of the term for which such services would have otherwise been provided to the Customer to be immediately due and payable.

2.6.6 Cancellation of Application for Service

- A) Applications for service cannot be canceled without the Company's agreement. Where the Company permits a Customer to cancel an application for service prior to the start of service or prior to any special construction, no charges will be imposed except for those specified below.
- B) Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs incurred by the Company shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the Company that would have been chargeable to the Customer had service commenced.
- C) Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, a charge equal to the costs incurred by the Company applies. In such cases, the charge will be based on such elements as the cost of the equipment, facilities, and material, the cost of installation, engineering, labor, and supervision, general and administrative expense, other disbursements, depreciation, maintenance, taxes, provision for return on investment, and any other costs associated with the special construction or arrangements.
- D) The special charges described in Sections 2.6.6(A) through 2.6.6(C) will be calculated and applied on a case-by-case basis.

2.6.7 Changes in Service Requested

If the Customer makes or requests material changes in circuit engineering, equipment specifications, service parameters, premises locations, or otherwise materially modifies any provision of the application for service, the Customer's installation fee shall be adjusted accordingly.

2.6.8 Disconnection of Services

A Customer may request disconnection of service that is provided under flexible pricing due to a price increase. The Customer must be credited for the difference between the new price and the old price retroactive to the effective date of the price increase if the Customer notifies the Company of his or her desire to disconnect service within 20 days of receiving notification of the price increase.

2.7 Allowances for Interruptions in Service

Interruptions in service that are not due to the negligence of the Customer, or noncompliance with the provisions of this tariff by the Customer, or the operation or malfunction of the facilities, power or equipment provided by the Customer, will be credited to the Customer as set forth in Section 2.7.1 for the part of the service that the interruption affects.

2.7.1 Credit for Interruptions

When main service is interrupted for a period of at least 24 hours, the Company, after due notice by the Customer, shall apply the following schedule of allowances except in situations provided for in subsection (2).

- A) One-thirtieth of the tariff monthly rate of all services and facilities furnished by the Company rendered inoperative, useless or substantially impaired for each of the first three full 24 hour periods during which the interruption continues after notice by the Customer to the Company if the out-of-service extends beyond a minimum of 24 hours.
- B) Two-thirtieths of the tariff monthly rate for each full 24-hour period beyond the first three 24 hour periods. However, in no instance shall the allowance for the out-of-service period exceed the total charges in a billing period for the service and facilities furnished by the Company rendered useless or impaired.
- C) When service is interrupted for a period of at least 24 hours due to storms, fires, floods or other conditions beyond the control of the Company, an allowance of one-thirtieth of the tariff monthly rate for all services and facilities furnished by the Company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the Customer to the Company.

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Credit for Interruptions (Cont'd)

- D) The allowance described in this Section shall not be applicable where service is interrupted by the negligence or willful act of the Customer to service or where the Company, pursuant to the terms of the contract for service and facilities furnished by the Company rendered inoperative or substantially impaired shall apply for each full 24 hours during which the interruption continues after notice by the Customer to the Company
- E) For the purpose of applying this provision, the word "interruption" shall mean the inability to complete calls either incoming or outgoing or both due to equipment malfunction or human errors. "Interruption" does not include and no allowance shall be given for service difficulties such as slow dial tone, circuits busy or other network and/or switching capacity shortages. Nor shall the interruption allowance apply where service is interrupted by the negligence or willful act of the subscriber or while the Company, pursuant to the terms of the tariff, suspends or terminates services because of nonpayment of bills due to the company, unlawful or improper use of the facilities or service, or any other reason covered unlawful or improper use of the facilities or services, or any other reason covered by the tariff. No allowance shall be made for interruptions due to electric power failure where, by the provisions of this tariff, the subscriber is responsible for providing electric power. Allowance for interruptions of message rate service will not affect the subscriber's local call allowance during a given billing period.

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2.8 Use of Customer's Service by Others

2.8.1 Resale and Sharing

Any service provided under this tariff may be resold to or shared with other persons at the option of the Customer, subject to compliance with any applicable laws or Commission regulations governing such resale or sharing. The Customer remains solely responsible for all use of services ordered by it or billed to its telephone number(s) pursuant to this tariff, for payment for such services, for determining who is authorized to use its services, and for notifying the Company of any unauthorized use.

2.8.2 Joint Use Arrangements

Joint use arrangements will be permitted for all services provided under this tariff. From each joint use arrangement, one member will be designated as the Customer responsible for the manner in which the joint use of the service will be allocated. The Company will accept orders to start, rearrange, relocate, or discontinue service only from the designated Customer. Without affecting the Customer's ultimate responsibility for payment of all charges for the service, each Joint User shall be responsible for the payment of the charges billed to it.

2.9 Cancellation of Service

If a Customer cancels a Service Order or terminates services before the completion of the term for any reason whatsoever other than a service interruption (as defined in Section 2.7), the Customer agrees to pay to the Company termination liability charges, as defined below. These charges shall become due and owing as of the effective date of the cancellation or termination and be payable within the period, set forth in Section 2.6.2.

The Customer's termination liability for cancellation of service shall be equal to:

- a) All unpaid Non-Recurring charges and out-of-pocket expenses reasonably expended by the Company to establish service to the Customer; plus
- b) Any disconnection, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of the Customer; plus
- c) 65% of all remaining all Recurring Charges specified in the applicable tariff or agreement.

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2.10 Transfers and Assignments

Neither the Company nor the Customer may assign or transfer its rights or duties in connection with the services and facilities provided by the Company without the written consent of the other party, except that the Company may assign its rights and duties:

- To any subsidiary, parent company or affiliate of the Company; or
- Pursuant to any sale or transfer of substantially all the assets of the Company; or
- Pursuant to any financing, merger or reorganization of the Company

2.11 Notices and Communications

- A) The Customer shall designate on the Service Order an address to which the Company shall mail or deliver all notices and other communications, except that the Customer may also designate a separate address to which the Company's bills for service shall be mailed.
- B) The Company shall designate on the Service Order an address to which the Customer shall mail or deliver all notices and other communications, except that Company may designate a separate address on each bill for service to which the Customer shall mail payment on that bill.
- C) All notices or other communications required to be given pursuant to this tariff will be in writing. Notices and other communications of either party, and all bills mailed by the Company, shall be presumed to have been delivered to the other party on the third business day following placement of the notice, communication or bill with the U.S. Mail or a private delivery service, prepaid and properly addressed, or when actually received or refused by the addressee, whichever occurs first.
- D) The Company or the Customer shall advise the other party of any changes to the addresses designated for notices, other communications or billing, by following the procedures for giving notice set forth herein.

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2.12 Temporary Promotional Programs

The Company may make promotional offering of its tariff services which may include reducing or waiving applicable charges for the promoted service. No individual promotional offering will exceed six months in duration, and any promotional offering will be extended on a non-discriminatory basis to any customer similarly classified who requests the specific offer.

At the Company's option, a letter outlining the promotion may be filed with the Commission Staff in lieu of filing language in the tariff.

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3.0 Inter-Exchange Services

3.1 Message Telephone Service

Message Telecommunications Service (MTS) is furnished for communication between telephones in different local calling areas within the Commonwealth of Pennsylvania in accordance with the regulations and schedules of charges specified in this tariff. The toll service charges specified in this Section are in payment for intrastate calling service furnished between the calling and called telephone, except as otherwise provided in this tariff. MTS includes the following types of calls: direct dialed, collect, 3rd number billed, special toll billing, person to person calling and other station to station calls.

3.2 Operator Assisted Service

Operator Assisted Inter-Exchange Calls are placed within the customer's local service area through an operator.

3.2.1 Regulations

- A) Inter-Exchange message charges for calls placed through an operator will be charged the same as for local calls dialed directly by the customer.
- B) Inter-Exchange message charges may not be billed to Pay Telephone Lines.
- C) Charges for Inter-Exchange messages transferred to message rate or measured rate services will not affect the normal message unit allowance or usage charge allowance applicable to such service.
- D) Operator assistance will not be furnished for calls placed from a customer provided coin telephone and the message charge is to be charged on a sent-paid basis.
- E) Operator assistance charges do not apply for the following calls:
 - 1. Calls to Telephone Company listed Official Public Emergency Agencies
 - 2. Calls to official Telephone Company numbers
 - 3. Calls to Directory Assistance Service
 - 4. Calls from persons who are visually and/or physically disabled will be exempted by means of the completion of a self-certification form supplied by the Telephone Company.

3.3 Busy Line Verify and Line Interrupt Service

3.3.1 Description

Upon request of a calling party the Company will verify a busy condition on a called line.

- A) The operator will determine if the line is clear or in use and report to the calling party.
- B) The operator will interrupt the call on the called line only if the calling party indicates an emergency and requests interruption.

3.3.2 Regulations

- A) A charge will apply when:
 - 1. The operator verifies that the line is busy with a call in progress.
 - 2. The operator verifies that the line is available for incoming calls.
 - 3. The operator verifies that the called number is busy with a call in progress and the customer requests interruption. The operator will then interrupt the call, advising the called party the name of the calling party. One charge will apply for both verification and interruption.
 - 4. Different charges for Verify and Interrupt service apply dependent upon the verification or interrupt to a Cavalier or Non-Cavalier end user line.
- B) No charge will apply when the calling party advises that the call is to or from an official public emergency agency.
- C) Busy Verification and Interrupt Service is furnished where and to the extent that facilities permit.
- D) The Customer shall indemnify and save the Company harmless against all claims that may arise from either party to the interrupted call or any person.

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4.0 APPLICATION OF RATES

4.1 Introduction

The regulations set forth in this section govern the application of rates for services contained in other sections of this tariff.

4.2 Charges Based on Duration of Use

Where charges for a service are specified based on the duration of use, such as the duration of a telephone call, the following rules apply:

Calls are measured in durational increments identified for each service. All calls that are fractions of a measurement increment are rounded-up to the next whole unit.

Timing on completed calls begins when the call is answered by the called party. Answering is determined by hardware answer supervision in all cases where this signaling is provided by the terminating local carrier and any intermediate carrier(s). Timing for operator service person-to-person calls start with completion of the connection to the person called or an acceptable substitute, or to the PBX station called.

Timing terminates on all calls when the calling party hangs up or the Company's network receives an off-hook signal from the terminating carrier.

Calls originating in one time period and terminating in another will be billed in proportion to the rates in effect during different segments of the call.

4.3 Time Periods (Local Time).

Weekday: 8:00 a.m. to but not including 5:00 p.m. – Monday through Friday

Evening 5:00 p.m. to but not including 11:00 p.m. – Monday through Friday

Night 11:00 p.m. to but not including 8:00 a.m. – Monday through Friday, all day Saturday, and Sunday, and all holidays. Holidays include Christmas, New Years Day, Thanksgiving,

All calls are billed in initial 30 seconds minimums, with 6 second increments after the minimum period.

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5.0 INTER-EXCHANGE SERVICES

Business and Residence Rates

<u>Term</u>	<u>Per Minute Rate</u>
Month to Month	\$0.12
1 Year	\$0.11
2 Year	\$0.10
5 Year	\$0.09

5.1 Miscellaneous Services

Operator Services

	<u>Per Call</u>
Calling Card	\$0.75
Collect, Bill to 3 rd	\$1.30
Person to Person	\$3.50
Busy Line Verification-Cavalier Customer	\$0.75
Busy Line Interrupt-Cavalier Customer	\$1.55
Busy Line Verification-Non-Cavalier Customer*	\$0.75
Busy Line Interrupt-Non-Cavalier Customer*	\$1.55

*For BLI/V calls directed to non-company end users

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5.0 INTER-EXCHANGE SERVICES

5.2 Residential Bundled Services*

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5.2.1 Value Phone Plan

The Value Phone Plan is available to On-Net residential Customers only in conjunction with the Value Phone Plan local service bundle, as described in the Company's Local Exchange Tariff – Telephone Pa. P.U.C. No. 1.

Long distance usage is billed in one (1) minute increments.

	<u>Per Minute</u>
InterLATA Direct-Dialed Toll Calls	\$0.09
IntraLATA Direct-Dialed Toll Calls	\$0.09

5.2.2 Local Connect

The Local Connect Plan is available to On-Net residential Customers only in conjunction with the Local Connect local service bundle, as described in the Company's Local Exchange Tariff – Telephone Pa. P.U.C. No. 1.

Long distance usage is billed in one (1) minute increments.

	<u>Per Minute</u>
InterLATA Direct-Dialed Toll Calls	\$0.05
IntraLATA Direct-Dialed Toll Calls	\$0.05

5.2.3 Local Connect and Complete Connect Featureless Additional Lines

Additional lines are available to On-Net residential Customers only in conjunction with the Local Connect and Complete Connect Plan local service bundles, as described in the Company's Local Exchange Tariff – Telephone Pa. P.U.C. No. 1.

Long distance usage is billed in one (1) minute increments.

	<u>Per Minute</u>
InterLATA Direct-Dialed Toll Calls	\$0.05
IntraLATA Direct-Dialed Toll Calls	\$0.05

*As of December 31, 2011, this service is grandfathered and available only to existing Customers at existing locations.

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5.0 INTER-EXCHANGE SERVICES

5.2 Residential Bundled Services*

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5.2.4 Boomer Phone Plan

Additional lines are available to On-Net residential Customers only in conjunction with the Boomer Phone Plan local service bundle, as described in the Company's Local Exchange Tariff – Telephone Pa. P.U.C. No. 1.

Long distance usage is billed in one (1) minute increments.

	<u>Per Minute</u>
InterLATA Direct-Dialed Toll Calls	\$0.05
IntraLATA Direct-Dialed Toll Calls	\$0.05

*As of December 31, 2011, this service is grandfathered and available only to existing Customers at existing locations.

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5.0 INTER-EXCHANGE SERVICES

5.3 Business Bundled Services

5.3.1 Small Business Unlimited Long Distance Plan

A. Description

This plan is designed only for small business Customers who subscribe to a small business unlimited bundle provided by the Company. Customers are also required to subscribe to an unlimited interstate plan, in order to be eligible for this plan.

This plan is for domestic direct dialed one plus business long distance voice use only and cannot be used for auto-dialing (including automatic outbound dialing systems or call distribution systems), broadcast fax, long distance Internet or intranet access, softphones or data devices, transcript services, telemarketing, multi-party conference calling (excluding 3-way calls), party lines, chat lines, adult entertainment lines, calls to 900, 700 and 976 numbers, ISDN services, public telephone services, call center and certain switching applications.

Additional charges apply for directory assistance, calling cards, collect calls, operator services, international calling and/or toll-free calling services. The per minute rate for Company calling card calls under this plan will be as stated below. Taxes, fees and other charges, including the Federal Universal Service Fund fee, apply.

Usage may be monitored for compliance/abnormal usage and the Customer may be required to demonstrate compliance with these restrictions where monitoring indicates non-compliance. If the Company determines that usage is not consistent with typical business voice service, including excessive usage, the Company may immediately restrict use or change the customer's long distance plan to an alternative plan.

This service offering is limited to a maximum of ten business one-party access lines.

This service offering is not available to Customers with a combination of one-party access lines and Key System or PBX lines.

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5.0 INTER-EXCHANGE SERVICES, (Cont'd.)

5.3 Business Bundled Services, (Cont'd.)

5.3.1 Small Business Unlimited Long Distance Plan, (Cont'd.)

B. Rates and Charges

Monthly Recurring Charge, Unlimited Calling:	
Primary Line	\$20.00
Each Additional Line after the Primary Line	\$10.00

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5.0 INTER-EXCHANGE SERVICES, (Cont'd.)

5.3 Business Bundled Services, (Cont'd.)

5.3.2 Direct Dialed LDMTS Rates –Windstream Business 5

Windstream Business 5 is a long distance plan available to business Customers who utilize switched services. The plan provides direct dialed interstate and intrastate outbound calling and calling card service at the per minute rate listed below where technically available. The Customer must agree to a minimum one year commitment.

Calls are billed in 6-second increments with an 18-second minimum.

Per minute rate: \$0.05