

WINDSTREAM PENNSYLVANIA, LLC
COMPETITIVE SERVICES TARIFF

RATES AND RULES

Governing the Furnishing of Telephone Service

In

Pennsylvania

Issued: November 13, 2018

Effective: December 1, 2018

Issued By:
Vice President

4001 Rodney Parham Road
Little Rock, AR 72212

NOTICE

See Sheet 2

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
Supplement No. 4 to Telephone – PA P.U.C. No. 500

WINDSTREAM PENNSYLVANIA, LLC

Sheet 2

CHANGES MADE BY THIS TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 1: Sheets 6 & 7	This supplement increases the Residential rate for Second Access Line bundle and the 2 nd access line rate for the Connect Unlimited II bundle.

WINDSTREAM PENNSYLVANIA, LLC
COMPETITIVE SERVICES TARIFF

RATES AND RULES

Governing the Furnishing of Telephone Service

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NOTICE

See Sheet 2

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
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WINDSTREAM PENNSYLVANIA, LLC

Sheet 2

CHANGES MADE BY THIS TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 1: Sheets 6 & 8	This supplement increases the Residential rate for Second Access Line bundle and Connect Select bundle.

WINDSTREAM PENNSYLVANIA, LLC
COMPETITIVE SERVICES TARIFF

RATES AND RULES

Governing the Furnishing of Telephone Service

In

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NOTICE

See Sheet 2

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
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WINDSTREAM PENNSYLVANIA, LLC

Sheet 2

CHANGES MADE BY THIS TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 2, 1 st Revised Sheets 9-12 Original Sheet 14 & 15	Grandfathering existing business bundles and adding new business bundles

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WINDSTREAM PENNSYLVANIA, LLC
COMPETITIVE SERVICES TARIFF

RATES AND RULES

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WINDSTREAM PENNSYLVANIA, LLC

Sheet 2

CHANGES MADE BY THIS TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Section 3, 1 st Revised Sheet 1	Removing free DA allowances

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COMPETITIVE SERVICES TARIFF

RATES AND RULES

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In

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NOTICE

See Sheet 2

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
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WINDSTREAM PENNSYLVANIA, LLC

Sheet 2

CHANGES MADE BY THIS TARIFF

SHEETS AFFECTED BY THIS SUPPLEMENT	CHANGES MADE BY THIS SUPPLEMENT
Original Issue, Entire Tariff	Moving Competitive Services out of Tariff #7 into this tariff.

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WINDSTREAM PENNSYLVANIA, LLC

Fourth Revised Sheet 3
Cancels Third Revised Sheet 3

CHECK SHEET

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Section 3	Sheet 2	Orig.
Section 3	Sheet 3	Orig.
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* New or Revised Sheet

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WINDSTREAM PENNSYLVANIA, LLC.

Original Sheet 4

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Original Sheet 5

EXPLANATION OF SYMBOLS

- (C) Indicates Change
- (D) Indicates Decrease
- (I) Indicates Increase

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WINDSTREAM PENNSYLVANIA, LLC

Original Sheet 6

GENERAL REGULATIONS

This Informational Tariff governs the provision of competitive services. In addition to the regulations included herein, the General Regulations contained in Section 2 of the Tariff-Telephone PA P.U.C. No. 7 also apply. The Company may, from time to time, on a minimum of at least one (1) day's notice to the Commission, vary or waive the rates or terms and conditions of any products or services contained herein.

Where stated, Bundled Service Offerings include rates for only the regulated portion of the bundle. Bundles are shown on the Company's internet website at www.windstream.com. Customers can find the total bundle price for bundles on this website.

Note: Once a bundle has been grandfathered and is no longer available as a new service, the bundle is removed from the internet.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Original Sheet 1

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

Bundled Service Offerings - Residential are a combination of two or more services and may include regulated and non-regulated services, as well as resold services of an affiliate or of a non-affiliate. Non-recurring Service Charges (as found in Section 5.2.2 of the PA P.U.C. No. 7 Tariff) may be waived for qualifying customers who choose a Bundled Service Offering and agree to keep the Bundled Service Offering for a minimum of twelve months. Waiving of the Service Connection Charges may be restricted to specific bundles/packages or to specific exchanges that the company has deemed to be competitive.

1.1. Feature Package Services

- (1) The following feature packages are available to residential customers only, and are not eligible for any other discounts.

	<u>MONTHLY RATE</u>
<u>Feature Package 1</u>	\$ 8.95
Caller ID	
Call Return	
Repeat Call	
<u>Feature Package 2</u>	\$ 9.95
Caller ID	
Call Return	
Call Waiting	
Call Forwarding	
<u>Feature Package 3</u>	\$11.95
Caller ID	
Call Return	
Call Forwarding	
Enhanced Call Waiting	
Repeat Call	
<u>Feature Package 4</u>	\$13.95
Caller ID	
Call Return	
Call Forwarding	
Enhanced Call Waiting	
Repeat Call	
Three Way Calling	
Speed Call (8 number capacity)	

- (1) Feature packages are restricted to existing subscribers of the service at existing locations.

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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Original Sheet 2

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.1 Package Services (Continued)

The following feature packages are available to individual line residence. Residence secondary and subsequent line rates are applicable only at the location of the main line.

	<u>Residence</u>	
	<u>1st Line</u>	<u>2nd Line</u>
<u>Windstream Lite Package</u> *	8.50	7.50
Call Return		
Three-Way Calling		
Call Waiting		
Repeat Call		
<u>Smart Family Package</u> ¹ *	9.16	7.94
Caller ID		
Call Waiting		
Call Forward Busy/No Answer		
Three-Way Calling		
SMDI		
Family Mailbox ²		
<u>Call For One Package</u> *	14.95	12.95
Caller ID		
Call Return		
Call Forwarding		
Call Waiting		
Repeat Call		
Three-Way Calling		
Speed Calling (8-code)		
<u>Home Office Package</u> ¹ *	12.38	10.31
Caller ID		
Call Forwarding		
Call Waiting		
Repeat Call		
Call Forward Busy/No Answer		
Three-Way Calling		
Small Business Mailbox ²		
SMDI		

¹ Feature package offered only in conjunction with Windstream Voice Mail Service. Feature package

rate does not include the rate for voice mail service.

² Voice Mail is a deregulated service, contracted at a deregulated rate.

* This service is restricted to existing subscribers at existing locations as of September 19, 2001.

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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Original Sheet 3

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.1 Package Services (Continued)

The following feature packages are available to all residence customers .

	<u>Monthly Rates</u>
<u>Windstream Easy Call Package-**</u> Call Forwarding, Call Waiting, Cancel Call Waiting, Three-way Calling and Speed 8	\$8.99
<u>Caller ID Basic Package-**</u> Caller ID Deluxe, Call Waiting, Cancel Call Waiting, And Caller ID on Call Waiting	\$11.49
<u>Windstream Caller ID Package-</u> Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting and Call Return	\$12.99
<u>Windstream Complete Package-**</u> Caller ID Deluxe, Call Waiting, Caller ID on Call Waiting, Cancel Call Waiting, 3-way Calling, Selective Call Acceptance, Call Selector, Call Forwarding, Repeat Dial, Call Return, Preferred Call Forward, Selective Call Rejection, and Speed 30	\$14.95
<u>Voice Mail Link Package</u> Call Forward Busy/No Answer and Stutter Dial Tone	\$2.50
<u>Voice Mail Link Package (DID)</u> Call Forward Busy/No Answer	\$2.00
<u>Windstream Feature Select Package **</u> Includes all Anchored Features and five Non-Anchored Optional Features	\$15.95

Anchored Features

Caller ID Deluxe
Enhanced Call Waiting

Non-Anchored Optional Features

Caller ID on Call Waiting
Call Forwarding
Preferred Call Forwarding
3-Way Calling
Call Return
Speed Dial 30
Repeat Dial
Selective Call Rejection
Selective Call Acceptance
Call Selector
Voice Mail Link and
Basic Voicemail* with up to 4
Sub-mailboxes

* Basic Voicemail and sub-mailboxes are non-regulated services and are offered, where available.

** These services are restricted to existing subscribers at existing locations.

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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Original Sheet 4

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.1 Package Services (Continued)

The following feature packages are available to all residence customers .

Essentials Package

Caller ID Deluxe	Call Forwarding
Enhanced Call Waiting	Call Return
Caller ID on Call Waiting	Repeat Dial
Selective Call Rejection	3-Way Calling
Selective Call Acceptance	Speed Calling 30
Preferred Call Forwarding	Call Selector
Anonymous Call Rejection	

Monthly Rate: \$15.95

1.2 Residential Simple Connect Bundles **

- a) Residential One-Party Service, Caller ID Deluxe, Call Waiting, Cancel Call, Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Call Selector, Selective Call Rejection, Selective Call Acceptance, Anonymous Call Rejection, Call Forwarding, Preferred Call Forwarding, Three-Way Calling, and Speed Call 30, with the Option of Ring Plus where available – This bundle is offered only in combination with Windstream Communications, Inc.'s unlimited nationwide long distance calling plan and International and Latin America discount plans.

This bundle is available to residential customers in all exchanges served by the Company.

Monthly Rate \$24.95

An additional discount of \$5.00 is available when purchased with either Windstream's DSL or Digital TV Services.

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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Original Sheet 5

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.2 Residential Simple Connect Bundles (Cont'd) **

- b) Residential One-Party Service, Caller ID Deluxe, Call Waiting, Cancel Call, Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Call Selector, Selective Call Rejection, Selective Call Acceptance, Anonymous Call Rejection, Call Forwarding, Preferred Call Forwarding, Three-Way Calling, and Speed Call 30, with the Option of Ring Plus where available – This bundle is offered only in combination with Windstream Communications, Inc.'s 2-Hour nationwide long distance calling plan and International and Latin America discount plans.

This bundle is available to residential customers in all exchanges served by the Company.

Monthly Rate	\$26.95
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An additional discount of \$2.00 is available when purchased with either Windstream's DSL or Digital TV Services (\$4.00 discount when purchased with both).

1.3 Residential Simple Broadband

This bundled offering includes Limited Local Measured Service (LLMS), as found in Section 15.1.E, bundled with Windstream Communications, Inc.'s Broadband* Service. This bundle is available to customers in all exchanges within the Company where technically available.

Residential Regulated Price of Bundle, Monthly	\$10.00
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(LLMS Reduced for Bundle. LLMS Per Minute Rate still applies, per Section 15.1.E. of the PA P.U.C. Tariff #7.)

* Broadband is a deregulated service and therefore is not regulated by the Pennsylvania Public Utility Commission. Rate for the deregulated Broadband is not included in the rate shown above.

** These bundles are only available to existing customers at existing locations as of July 17, 2007.

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WINDSTREAM PENNSYLVANIA, LLC

Section 1
Second Revised Sheet 6
Cancels First Revised Sheet 6

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.4 Second Access Line Bundle*

This bundled service offering is available to residential customers with at least one residential one-party access line and a feature package. The offering includes an additional residential one-party access line with Caller ID Deluxe, Call Waiting, and Three-Way Calling.

Customers that order this bundle will not pay any of the non-recurring Service Charges (as found in Section 5 of this tariff).

Residential Monthly Rate	\$12.99	(I)
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1.5 Residential Connect Flex Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Three-Way Calling Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, and Anonymous Call Rejection. This bundle is offered only in combination with Windstream Communications, Inc.'s Flex nationwide long distance calling plan and International Discount plan, as found in WCI's Interexchange Reseller Toll Tariff, PA PUC #1, Paragraph D.22.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$5.00 is available when purchased with either Windstream's DSL or Digital TV Services. **

Monthly Residential Rate	\$27.05
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If any required component of the service bundles above is discontinued, the rates above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

* Also included with the Second Access Line Bundle at the time of installation is a deregulated item, one free jack.

** The Pennsylvania Public Utility Commission does not have authority over Digital TV Services or the Internet.

(I) Indicates Increase

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Section 1
First Revised Sheet 7
Cancels Original Sheet 7

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.6 Connect Unlimited II Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Three-Way Calling Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, and Anonymous Call Rejection. This bundle is offered only in combination with Windstream Communications, Inc.'s (WCI) Connect Unlimited nationwide long distance calling plan and International Discount plan, as found in WCI's Interexchange Reseller Toll Tariff, PA PUC #1, Paragraph D.18.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$5.00 is available when purchased with either Windstream's DSL or Digital TV Services.*

Monthly Residential Rate	\$24.99
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Customers who have the Connect Unlimited II Bundle with Windstream's Connect Unlimited Long Distance and Windstream's DSL Service will have the option of purchasing a second access line with the bundle for an additional \$12.99 per month.

(l)

1.7 Connect Flex Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Three-Way Calling Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, and Anonymous Call Rejection. This bundle is offered only in combination with Windstream Communications, Inc.'s Flex nationwide long distance calling plan and International Discount plan, as found in WCI's Interexchange Reseller Toll Tariff, PA PUC #1, Paragraph D.22.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$2.00 is available when purchased with either Windstream's DSL or Digital TV Services* (discount of \$4.00 when purchased with both).

Monthly Residential Rate	\$26.04
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If any required component of the service bundles above is discontinued, the rates above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

* The Pennsylvania Public Utility Commission does not have authority over Digital TV Services or the Internet.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
Supplement No. 3 to Telephone – PA P.U.C. No. 500

WINDSTREAM PENNSYLVANIA, LLC

Section 1
First Revised Sheet 8
Cancels Original Sheet 8

BUNDLED SERVICE OFFERINGS – RESIDENTIAL

1.8 Connect Select Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Enhanced Call Waiting, and Caller ID on Call Waiting. This bundle is available to residential customers in competitive service areas within the company.

Monthly Residential Rate \$25.00 (l)

To qualify for this service, customers must also subscribe to Windstream's 1.5M or higher Broadband Service and Internet* Service. If any required component of the service bundle is discontinued, the rate above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

1.9 Residential Connect Flex Bundle

This bundle consists of one Residential One-Party Access Line, Caller ID Deluxe, Call Waiting, Cancel Call Waiting, Caller ID on Call Waiting, Call Return, Repeat Dial, Three-Way Calling Speed Calling 30, Call Forwarding, Selective Call Rejection, Selective Call Acceptance, Call Selector, Preferred Call Forwarding, and Anonymous Call Rejection. This bundle is offered only in combination with Windstream Communications, Inc.'s Flex nationwide long distance calling plan and International Discount plan, as found in WCI's Interexchange Reseller Toll Tariff, PA PUC #1, Paragraph D.22.

This bundle is available to residential customers in all exchanges served by the Company.

An additional discount of \$5.00 is available when purchased with either Windstream's DSL or Digital TV Services. *

Monthly Residential Rate \$27.05

If any required component of the service bundles above is discontinued, the rates above may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

* The Pennsylvania Public Utility Commission does not have authority over Digital TV Services or the Internet.

(l) Indicates Increase

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WINDSTREAM PENNSYLVANIA, LLC

Section 2
Original Sheet 1

BUNDLED SERVICE OFFERINGS – BUSINESS

Bundled Service Offerings - Business are a combination of two or more services and may include regulated and non-regulated services, as well as resold services of an affiliate or of a non-affiliate. Non-recurring Service Charges (as found in Section 5 of the PA P.U.C. No. 7 Tariff) may be waived for qualifying customers who choose a Bundled Service Offering and agree to keep the Bundled Service Offering for a minimum of twelve months. Waiving of the Service Connection Charges may be restricted to specific bundles/packages or to specific exchanges that the company has deemed to be competitive.

2.1 Feature Packages

The following feature packages are available to individual line business.

	BUSINESS	
	<u>1st Line</u>	<u>2nd Line</u>
<u>Windstream Lite Package</u> *	10.45	8.45
Call Return		
Three-Way Calling		
Call Waiting		
Repeat Call		
<u>Smart Family Package</u> ¹ *	12.98	11.61
Caller ID		
Call Waiting		
Call Forward Busy/No Answer		
Three-Way Calling		
SMDI		
Family Mailbox ²		
<u>Call For One Package</u> *	21.95	19.95
Caller ID		
Call Return		
Call Forwarding		
Call Waiting		
Repeat Call		
Three-Way Calling		
Speed Calling (8-code)		
<u>Home Office Package</u> ¹ *	18.53	17.01
Caller ID		
Call Forwarding		
Call Waiting		
Repeat Call		
Call Forward Busy/No Answer		
Three-Way Calling		
Small Business Mailbox ²		
SMDI		

¹ Feature package offered only in conjunction with Windstream Voice Mail Service. Feature package rate does not include the rate for voice mail service.

² Voice Mail is a deregulated service, contracted at a deregulated rate.

* This service is restricted to existing subscribers at existing locations as of September 19, 2001.

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Section 2
Original Sheet 2

BUNDLED SERVICE OFFERINGS – BUSINESS

		<u>Monthly Rates</u>
2.2	<u>Basic Caller ID Package</u> Includes all Anchored Features and two of five Non-Anchored Optional Features.	\$12.95
	<u>Anchored Features</u>	<u>Non-Anchored Optional Features</u>
	Caller ID Deluxe	Call Forwarding
	Call Waiting	3-Way Calling
	Enhanced Call Waiting	Call Return
		Speed Dial 8
		Repeat Dial
2.3	<u>Caller ID Premium Package</u> Includes all Anchored Features and four of seven Non-Anchored Optional Features.	\$14.95
	<u>Anchored Features</u>	<u>Non-Anchored Optional Features</u>
	Caller ID Deluxe	Anonymous Call Rejection
	Call Waiting	Call Forwarding
	Enhanced Call Waiting	3-Way Calling
		Call Return
		Speed Dial 30
		Repeat Dial
		Caller ID on Call Waiting

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WINDSTREAM PENNSYLVANIA, LLC

Section 2
Original Sheet 3

BUNDLED SERVICE OFFERINGS – BUSINESS

	<u>Monthly Rates</u>
2.4 <u>Caller ID Ultimate Package</u> – Includes all Anchored Features and six of eleven Non-Anchored Optional Features.	\$20.95
<u>Anchored Features</u>	<u>Non-Anchored Optional Features</u>
Caller ID Deluxe	Call Forwarding
Call Waiting	3-Way Calling
Enhanced Call Waiting	Call Return
Basic Voice Mail*	Speed Dial 30
Call Forward Busy/No Answer	Repeat Dial
Stutter Dial Tone	Caller ID on Call Waiting
	Selective Call Acceptance
	Selective Call Rejection
	Anonymous Call Rejection
	Call Selector
	Preferred Call Forwarding
2.5 <u>Voice Mail Link Package</u> –	\$3.50
Call Forward Busy/No Answer and Stutter Dial Tone	
<u>Voice Mail Link Package (DID)</u> –	\$3.00
Call Forward Busy/No Answer	

* Basic Voice mail is a non-regulated service. Basic Voice Mail is offered where technically available.

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Section 2
Original Sheet 4

BUNDLED SERVICE OFFERINGS – BUSINESS

2.6 Business Connect SB Bundle **

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Business Monthly Rate, Tier 1	\$49.99***
Business Monthly Rate, Tier 2	\$59.99***

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month for an additional monthly charge. **

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan (see Windstream Communications, Inc. Long Distance Tariff for this plan, rated at \$5.00 per month for the first 100 minutes.)

Term Discounts for the Business Connect SB Bundle are also available. An early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three-term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$10.00 off of the package rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment: Customers who agree to keep the service for a minimum of three years will receive a discount of \$15.00 off of the package rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 5 of this tariff, will be waived.

Note: The Business Connect SB Bundle is grandfathered and only available to existing customers at existing locations.

** If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

*** Exchanges are grouped into tiers based on competitive issues. Tier 1 exchanges include Apollo, Bobtown, Brave, Brockway, Brookville, Callensburg, Carmichaels, Cochranon, Conneat Lake, Corsica, Dayton, Driftwood, East Brady, Emporium, Export, Ford City, Fredonia, Fredricktown, Graysville, Greensboro, Guys Mills, Hawthorne, Jefferson, Johnsonburg, Knox, Kersey, Kittanning, Lansford, Linesville, Luthersburg, Meadville, Midway, Mt. Morris, New Freeport, Penfield, Rices Landing, Ridgway, Rimersburg, Rogersville, Rural Valley, Saegertown, Sandy Lake, Sheffield, Sheakleyville, Shippenville, Sigel, Spraggs, St. Marys, Strattonville, Summerville, Timblin, Templeton, Turbotville, Weedville, Wilcox, and Waynesburg. All other exchanges are Tier 2 exchanges.

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2.7 . Business Connect SB Unlimited Bundle * ***

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Rotary Hunt	Basic Voice Mail

Business Monthly Rate, Tier 1	\$44.99**
Business Monthly Rate, Tier 2	\$54.99**

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. The second and third access lines will be billed at the tariffed business one-party rate, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Unlimited Long Distance Plan for all access lines (see Windstream Communications, Inc. Long Distance Tariff for this plan, rated at \$20.00 per line per month).

This bundle requires a one-year term commitment. Customers who agree to a three-year term commitment will receive a discount of \$5.00 off of the package rate shown above. Also, the non-recurring Service Charges, as described in Section 5 of this tariff, will be waived for customers who agree to the three-year term commitment. An early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three-year term commitment.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** Exchanges are grouped into tiers based on competitive issues. Tier 1 Exchanges include Cochran, Conneaut Lake, Dayton, East Brady, Emporium, Export, Fredonia, Guys Mills, Kittanning, Linesville, Meadville, Saegertown, Sandy Lake, Sheakleyville, St. Marys, Townville, Delmont, Harrison, Jamestown, Westford, New Alexander, and Muncy. : All other exchanges are Tier 2 exchanges.

*** This bundle is grandfathered and only available to existing customers at existing locations.

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.8 Business Connect SB 2 Bundle ** *

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

- | | |
|------------------|---------------------------|
| Caller ID Deluxe | Speed Call 30 |
| Call Forward | Call Return |
| Repeat Dial | Enhanced Call Waiting |
| 3-Way Calling | Caller ID on Call Waiting |

Business Monthly Rate, Tier 1	\$49.99***
Business Monthly Rate, Tier 2	\$59.99***

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month for an additional monthly charge. **

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. The second and third access lines will be billed at the tariffed business one-party rate, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan (see Windstream Communications, Inc. Long Distance Tariff for this plan, rated at \$5.00 per month for the first 100 minutes.)

Term Discounts for the Business Connect SB Bundle are also available. An early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three- term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$10.00 off of the package rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment: Customers who agree to keep the service for a minimum of three years will receive a discount of \$15.00 off of the package rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 5 of this tariff, will be waived.

* This bundle is grandfathered and only available to existing customers at existing locations.

** If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** Exchanges are grouped into tiers based on competitive issues. Tier 1 Exchanges include Cochranon, Conneaut Lake, Dayton, East Brady, Emporium, Export, Fredonia, Guys Mills, Kittanning, Linesville, Meadville, Saegertown, Sandy Lake, Sheakleyville, St. Marys, Townville, Delmont, Harrison, Jamestown, Westford, New Alexander, and Muncy. : All other exchanges are Tier 2 exchanges.

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.9 Business Connect SB Bundle III *

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting
Business Monthly Rate	\$49.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to either 1) the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan or 2) both the Windstream Communications, Inc.'s Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). Customers who qualify for the Business Connect SB III Plan by having the Unlimited Long Distance Plan combined with Broadband will also receive a \$4.99 reduction off of the Business Connect SB III rate shown above. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Business Connect SB Bundle III are also available. For customers subscribing to this bundle prior to September 1, 2010, an early termination fee of \$200.00 will apply for customers who terminate before the end of their one-year or three-year term commitment. For customers subscribing to this bundle on or after September 1, 2010, an early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their one-year or three-year term commitment.

One-Year Term Commitment: : Customers who agree to keep the service for a minimum of one year will receive a discount of \$5.00 off of the bundle rate, plus will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge.

Three-Year Term Commitment: Customers who agree to keep the service for a minimum of three years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in Section 5 of this tariff, will be waived.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. When the customer retains service, regulated rates for the retained service will be compared to regulated rates for the bundle. If the rate for the retained service is equal to or greater than 50% of the regulated bundle rate, then the Early Termination Fee will not apply. If the rate for the retained service is less than 50% of the bundled rate, the Early Termination Fee will be the difference between the rate for the retained service and 50% of the bundled rate. Rates shown above do not include the deregulated portion of the bundle.

** This bundle is grandfathered and only available to existing customers at existing locations.

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2.10 Business SOHO Communications Bundle **

This bundled service offering is available to new or existing business customers. This offering includes two business access lines plus Caller ID Deluxe.

Business Monthly Rate \$59.99 *

This bundled package is for small business customers. To qualify for this bundle, customers must also subscribe to the Windstream Communications, Inc.'s Business SOHO Unlimited Long Distance Plan and 1.5MB Broadband (or higher speed), and must purchase a 2-line phone and wireless networking system from Windstream (available either at a flat one-time rate or on a monthly basis). (The rate shown above includes only the access line and feature portion of the full bundled rate and does not include long distance, broadband, or equipment.)

The customer must commit to subscribe to this bundle for no less than 3 years.

* Customers in the Apollo, Brookville, Coalport, Colver, Corsica, Darlington, Dayton, Delmont, Elderton, Enon Valley, Export, Ford City, Glasgow, Graysville, Harrison, Hawthorn, Hughesville, Kittanning, Leechburg, Luthersburg, Midway, Montgomery, Mt. Morris, Muncy, New Alexandria, New Bethlehem, New Freeport, Port Matilda, Ridgway, Rimersburg, Rogersville, Rural Valley, Sigel, Sligo, Strattanville, Summerville, Templeton, Timblin, Waynesburg, and Worthington exchanges will receive a \$15.00 discount off of the price of the bundle. This discount is being offered to meet competitive pressures.

** If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate. The Pennsylvania Public Utility Commission does not have authority over DSL or Internet Service. Price shown above only includes the regulated local piece of the bundle and does not include Broadband or long distance

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2.11 Windstream Business Bundle - Unlimited Plan **

(C)

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate \$49.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

A Term Discount for the Windstream Business Bundle - Unlimited Plan is also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in this tariff, will be waived.

(C)

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** This bundle is grandfathered and is only available to existing customers at existing locations.

(C)

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.12 Windstream Competitive Business Bundle - Unlimited Plan **

(C)

This bundled service offering is available to new or existing business customers in the Albion, Apollo, Bobtown, Brave, Brockway, Brookville, Callensburg, Carmichaels, Coalport, Cochranon, Colver, Conneaut Lake, Conneautville, Corsica, Darlington, Dayton, Delmont, Driftwood, East Brady, Elderton, Emporium, Enon Valley, Export, Ford City, Fredericktown, Fredonia, Glasgow, Graysville, Greensboro, Guys Mills, Harrison City, Hartleton, Hawthorn, Hazen, Hughesville, Jamestown, Jefferson, Johnsonburg, Kersey, Kittanning, Knox, Lansford, Leechburg, Linesville, Luthersburg, Meadville, Midway, Montgomery, Mt. Morris, Muncy, New Alexandria, New Bethlehem, New Freeport, Penfield, Port Matilda, Rices Landing, Richeyville, Ridgway, Rimersburg, Rockland, Rogersville, Rural Valley, Saegertown, Sandy Lake, Sheakleyville, Sheffield, Shippensburg, Sigel, Sligo, Spraggs, St. Marys, Strattanville, Summerville, Templeton, Timblin, Townville, Turbotville, Warriors Mark, Watsonstown, Waynesburg, Weedville, West Springfield, Westford, West Milton, Wilcox, and Worthington exchanges with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate

\$39.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

A Term Discount for the Windstream Competitive Business Bundle - Unlimited Plan is also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$20.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in this tariff, will be waived.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** This bundle is grandfathered and is only available to existing customers at existing locations.

(C)

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2.13 Windstream Business Bundle, Flex Plan **

(C)

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate \$54.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Windstream Business Bundle – Flex Plan are also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$10.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in this tariff, will be waived.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** This bundle is grandfathered and is only available to existing customers at existing locations.

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.14 Windstream Competitive Business Bundle, Flex Plan **

(C)

This bundled service offering is available to new or existing business customers in the Albion, Apollo, Bobtown, Brave, Brockway, Brookville, Callensburg, Carmichaels, Coalport, Cochranton, Colver, Conneaut Lake, Conneautville, Corsica, Darlington, Dayton, Delmont, Driftwood, East Brady, Elderton, Emporium, Enon Valley, Export, Ford City, Fredericktown, Fredonia, Glasgow, Graysville, Greensboro, Guys Mills, Harrison City, Hartleton, Hawthorn, Hazen, Hughesville, Jamestown, Jefferson, Johnsonburg, Kersey, Kittanning, Knox, Lansford, Leechburg, Linesville, Luthersburg, Meadville, Midway, Montgomery, Mt. Morris, Muncy, New Alexandria, New Bethlehem, New Freeport, Penfield, Port Matilda, Rices Landing, Richeyville, Ridgway, Rimersburg, Rockland, Rogersville, Rural Valley, Saegertown, Sandy Lake, Sheakleyville, Sheffield, Shippensburg, Sigel, Sligo, Spraggs, St. Marys, Strattanville, Summerville, Templeton, Timblin, Townville, Turbotville, Warriors Mark, Watsonstown, Waynesburg, Weedville, West Springfield, Westford, West Milton, Wilcox, and Worthington exchanges with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate

\$49.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$24.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Business Connect SB Bundle Long Distance Plan and Windstream's 3MB Dynamic Broadband (or higher speed). (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Term Discounts for the Windstream Competitive Business Bundle – Flex Plan are also available. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

Two-Year Term Commitment: Customers who agree to keep the service for a minimum of two years will receive a discount of \$25.00 off of the bundle rate, and will receive Voice Mail and Rotary Hunt Service at no additional monthly recurring charge. Also, the non-recurring Service Charges, as described in this tariff, will be waived.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

** This bundle is grandfathered and is only available to existing customers at existing locations.

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.15 CURRENT PROMOTIONS

Enhanced Discounts Promotion

Effective **March 2, 2011 through August 31, 2011**, a promotional sales campaign will be initiated for business customers in the Windstream Pennsylvania, LLC service area in the following exchanges: Albion, Apollo, Bobtown, Brave, Brockway, Brookville, Callensburg, Carmichaels, Coalport, Cochranon, Colver, Conneaut Lake, Corsica, Darlington, Dayton, Delmont, Driftwood, East Brady, Elderton, Emporium, Enon Valley, Export, Ford City, Fredericktown, Fredonia, Glasgow, Graysville, Greensboro, Guys Mills, Harrison City, Hartleton, Hawthorn, Hazen, Hughesville, Jamestown, Jefferson, Johnsonburg, Kersey, Kittanning, Knox, Lansford, Leechburg, Linesville, Luthersburg, Meadville, Midway, Montgomery, Mt. Morris, Muncy, New Alexandria, New Bethlehem, New Freeport, Penfield, Port Matilda, Rices Landing, Richeyville, Ridgway, Rimersburg, Rockland, Rogersville, Rural Valley, Saegertown, Sandy Lake, Sheakleyville, Sheffield, Shipperville, Sigel, Sligo, Spraggs, St. Marys, Strattanville, Summerville, Templeton, Timblin, Townville, Turbotville, Warriors Mark, Watsonstown, Waynesburg, Weedville, West Springfield, Westford, West Milton, Wilcox, and Worthington.

Windstream will provide the following discounts each month to customers in the above exchanges who subscribe to the Windstream Business Connect SB Bundle III during the promotional period and who also subscribe to Windstream Communications, Inc.'s Unlimited Long Distance Plan and Windstream's Broadband and Internet Service. (When these discounts apply, discounts shown in Section 12, Sheet 7 will not apply.)

One-Year Term Commitment:	\$22.50
Three-Year Commitment	\$30.00

Business Connect SB Bundle III 2nd Access Line Promotion

Effective **March 2, 2011 through August 31, 2011**, a promotional sales campaign will be initiated for business customers in the WINDSTREAM PENNSYLVANIA, LLC service area. This promotion is for customers in Albion, Apollo, Bobtown, Brave, Brockway, Brookville, Callensburg, Carmichaels, Coalport, Cochranon, Colver, Conneaut Lake, Corsica, Darlington, Dayton, Delmont, Driftwood, East Brady, Elderton, Emporium, Enon Valley, Export, Ford City, Fredericktown, Fredonia, Glasgow, Graysville, Greensboro, Guys Mills, Harrison City, Hartleton, Hawthorn, Hazen, Hughesville, Jamestown, Jefferson, Johnsonburg, Kersey, Kittanning, Knox, Lansford, Leechburg, Linesville, Luthersburg, Meadville, Midway, Montgomery, Mt. Morris, Muncy, New Alexandria, New Bethlehem, New Freeport, Penfield, Port Matilda, Rices Landing, Richeyville, Ridgway, Rimersburg, Rockland, Rogersville, Rural Valley, Saegertown, Sandy Lake, Sheakleyville, Sheffield, Shipperville, Sigel, Sligo, Spraggs, St. Marys, Strattanville, Summerville, Templeton, Timblin, Townville, Turbotville, Warriors Mark, Watsonstown, Waynesburg, Weedville, West Springfield, Westford, West Milton, Wilcox, and Worthington exchanges.

During this promotional sales campaign, customers who subscribe to the Business Connect SB Bundle III bundle with Windstream's Broadband can get a second access line for \$15.00 per month. As part of this bundle, customers must also subscribe to Windstream Communications, Inc.'s Business Connect SB unlimited Long Distance on both lines.

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BUNDLED SERVICE OFFERINGS – BUSINESS

2.16 Windstream Small Business Bundle – Voice + Unlimited Plan

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate \$39.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to ten business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Small Business Unlimited Long Distance Plan. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Customers must agree to a Two-Year Term Commitment with this bundle. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

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2.17 Windstream Small Business Bundle, Voice + Flex Plan

This bundled service offering is available to new or existing business customers with one-party business access lines. This bundle does not apply to Key System lines or PBX lines.

This offering includes a one-party business access line plus the following features:

Caller ID Deluxe	Speed Call 30
Call Forward	Call Return
Repeat Dial	Enhanced Call Waiting
3-Way Calling	Caller ID on Call Waiting

Business Monthly Rate \$39.99 *

Customers may also choose to add Rotary Hunt Service to the bundle for an additional rate of \$2.50 per month and/or Voice Mail (a deregulated item) for an additional monthly charge.

This bundled package is for small business customers. Customers may have up to three business one-party access lines to qualify for this bundle. Access lines after the initial access line will be billed \$34.99 each, and will be equipped with all features shown above at no additional charge.

To qualify for this service, customers must also subscribe to the Windstream Communications, Inc.'s Windstream Flex 100 Plan. (The rate shown above includes only the access line and feature portion of the full bundled rate.)

Customers must agree to a Two-Year Term Commitment with this bundle. An early termination fee of 50% of the remaining term balance will apply for customers who terminate before the end of their two-year term commitment.

* If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular tariffed monthly rate.

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INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
Supplement No. 1 to Telephone – PA P.U.C. No. 500

WINDSTREAM PENNSYLVANIA, LLC

Section 3
First Revised Sheet 1
Cancels Original Sheet 1

DIRECTORY ASSISTANCE SERVICE

3.1 Local Directory Assistance Service

3.1.1 Directory Assistance Service is furnished upon customer request for assistance in determining telephone numbers. The regulations and rates set forth below apply when customers request assistance in determining telephone numbers with the same Numbering Plan Area (NPA) designation, which are requested from the Pennsylvania Directory Assistance attendant in the originating NPA.

3.1.2 Regulations

A.

(C)

B. Charges for Directory Assistance Service are not applicable to the following types of calls to Directory Assistance.

(C)

1. Calls from patients in hospitals, skilled nursing homes and convalescent homes which have been properly licensed by the Commonwealth Pennsylvania and which have as their predominant undertaking the surgical, medical and nursing care of the sick and disabled.
2. Calls placed from residence telephones where a member of the customer's household has been certified by a registered physician or a designated agency as unable to use the directory because of a visual or physical handicap or for the business telephone of a certified handicapped customer where assistance is otherwise not available.

C. Multiple Number Request

A maximum of two requested telephone numbers per call are permitted.

(C) Indicates a Change

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DIRECTORY ASSISTANCE SERVICE

3.1 Local Directory Assistance Service (Cont'd)

3.1.3 Rates

The rating elements for Local Directory Assistance Services are:

- A. The customer places a call to the Directory Assistance attendant.
- B. The customer places a call to the Directory Assistance attendant via a telephone company operator. (The Directory Assistance rate plus an operator handled rate would apply.)
- C. Rates \$1.99 per call

3.2 National and Reverse Directory Assistance

3.2.1 General

- A.. National Directory Assistance is a service whereby customers may dial 1411 and request assistance in determining listing information of subscribers who are located outside the customer's local calling area (exchange).
- B. Reverse Directory Assistance is a reverse search service that allows the caller to request a customer's name and/or address after giving the directory assistance operator a complete telephone number. Customers may access Reverse Directory Assistance by dialing 1411.
- C. Conditions

The following conditions and rates apply to all calls from customers who request National Directory Assistance or Reverse Directory Assistance.

1. The customer will be charged for each call made to National Directory Assistance or Reverse Directory Assistance. Customers may receive one listing per call. The National and/or Reverse Directory Assistance rate applies per call, whether or not a number, name, or address is provided; this includes requests for numbers, names, or address that are non-published or unlisted.
2. There are no billing exemptions or allowances for National Directory Assistance or Reverse Directory Assistance service requests.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
Telephone – PA P.U.C. No. 500

WINDSTREAM PENNSYLVANIA, LLC

Section 3
Original Sheet 3

DIRECTORY ASSISTANCE SERVICE

3.2 National and Reverse Directory Assistance (Cont'd)

3. Charges for National Directory Assistance or Reverse Directory Assistance service are not applicable to calls placed from hospitals, or to calls placed by customers who certify they are unable to use a directory because of visual or physical handicap.
4. National Directory Assistance and Reverse Directory Assistance services will not be available from Hotel/Motel and Pay Telephones.

3.2.2 Rates

	<u>Per Request</u>
A. National Directory Assistance	\$1.99
B. Reverse Directory Assistance	\$1.99

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DIRECTORY ASSISTANCE SERVICE

3.3 Directory Assistance Call Completion

3.3.1. General

Directory Assistance Call Completion (DACC) provides an incoming Directory Assistance customer requesting any number, a mechanized announcement offering call completion to the listed number requested. The call is completed on a sent-paid basis (paid for by the calling station). A charge is incurred only for answered calls.

The mechanized announcement will instruct the caller that for an additional charge, the call will automatically be completed by depressing a specific digit on the touch dial key pad. All completed calls will be charged the Directory Assistance Call Completion charge.

3.3.2. Conditions

Directory Assistance Call Completion will only be furnished where facilities and operating conditions permit.

This offering provides call completion on a local and national basis.

The Telephone Company assumes no responsibility or liability for any errors in the information furnished. The caller shall indemnify the Telephone Company and hold it free and harmless of and from any and all claims, demands or damages that shall arise from the use of the service.

This service is furnished solely for the calling purposes of the caller.

Provisions concerning limitation of liability and allowance for interruption of service are as set forth above and in the General Regulations of this Tariff.

When a customer elects to have a call automatically completed to the number for which the Directory Assistance Listing was requested (Directory Assistance Call Completion), the charge in this tariff shall apply, per call. The Directory Assistance Call Completion charge is in addition to any applicable Directory Assistance and/or local usage charges.

Calls will be completed on a sent paid basis.

Person, collect, conference, calling card, third number or any other calls requiring operator handling, are not included.

Directory Assistance Call Completion is not subject to optional calling plan discounts.

INFORMATIONAL TARIFF FOR COMPETITIVE SERVICES
Telephone – PA P.U.C. No. 500

WINDSTREAM PENNSYLVANIA, LLC

Section 3
Original Sheet 5

DIRECTORY ASSISTANCE SERVICE

3.3 Directory Assistance Call Completion (Cont'd)

3.3.2 Conditions, Cont'd

Directory Assistance Call Completion will not be provided to the following services:

800 Service,
976 Service,
900 Service,
Customer Owned Pay Telephone Service (COPTS),
Feature Group A Service, or
Public and Semi-Public Telephone Services

Charges for Directory Assistance Call Completion are not applicable to calls placed by those customers whose physical or visual handicaps prevent them from using the telephone directory, provided that those customers have forwarded documentation to the Company attesting to a qualifying impairment.

3.3.3 Rates

<u>Directory Assistance Call Completion</u>	<u>Charge per Call</u>
Each Call Completed	\$0.99

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