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The Public Utilities Commission of Ohio
TELECOMMUNICATIONS APPLICATION FORM for ROUTINE PROCEEDINGS
(Effective: 01/18/2008)

In the Matter of the Application of Windstream Ohio, Inc.
for approval of a renegotiated Interconnection Agreement
with Communication Options, Inc.

TRF Docket No.

Case No. 11-3205-TP-NAG

NOTE: Unless you have reserved a Case # or are filing a Contract, leave the "Case No" fields BLANK.

Name of Registrant(s) Windstream Ohio, Inc.
DBA(s) of Registrant(s)

Address of Registrant(s) 4001 Rodney Parham Road, Little Rock, AR. 72202

Company Web Address www.windstream.com

Regulatory Contact Person(s) Kathy Hobbs

Phone 614-228-9484

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Regulatory Contact Person's Email Address Kathy.Hobbs@windstream.com

Contact Person for Annual Report Kathy Hobbs

Phone 614-228-9484

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Consumer Contact Information Margie Hubbard

Phone 704-814-2023

Address (if different from above) 1720 Galleria Blvd., Charlotte, NC 28270

Motion for protective order included with filing? ☐ Yes ☒ No

Motion for waiver(s) filed affecting this case? ☐ Yes ☒ No [Note: Waivers may toll any automatic timeframe.]

Section I – Pursuant to Chapter 4901:11-6 OAC – Part I – Please indicate the Carrier Type and the reason for submitting this form by checking the boxes below. CMRS providers: Please see the bottom of Section II.

NOTES: (1) For requirements for various applications, see the identified section of Ohio Administrative Code Section 4901 and/or the supplemental application form noted.

(2) Information regarding the number of copies required by the Commission may be obtained from the Commission's web site at www.puco.ohio.gov under the docketing information system section, by calling the docketing division at 614-466-4095, or by visiting the docketing division at the offices of the Commission.

Carrier Type <input type="checkbox"/> Other (explain below)	<input type="checkbox"/> ILEC	<input type="checkbox"/> CLEC	<input type="checkbox"/> CTS	<input type="checkbox"/> AOS/IOS
Tier 1 Regulatory Treatment				
Change Rates within approved Range	<input type="checkbox"/> TRF 1-6-04(B) (0 day Notice)	<input type="checkbox"/> TRF 1-6-04(B) (0 day Notice)		
New Service, expanded local calling area, correction of textual error	<input type="checkbox"/> ZTA 1-6-04(B) (0 day Notice)	<input type="checkbox"/> ZTA 1-6-04(B) (0 day Notice)		
Change Terms and Conditions, Introduce non-recurring service charges	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)		
Introduce or Increase Late Payment or Returned Check Charge	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)	<input type="checkbox"/> ATA 1-6-04(B) (Auto 30 days)		
Business Contract	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)		
Withdrawal	<input type="checkbox"/> ATW 1-6-12(A) (Non-Auto)	<input type="checkbox"/> ATW 1-6-12(A) (Auto 30 days)		
Raise the Ceiling of a Rate	Not Applicable	<input type="checkbox"/> SLF 1-6-04(B) (Auto 30 days)		
Tier 2 Regulatory Treatment				
Residential - Introduce non-recurring service charges	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)		
Residential - Introduce New Tariffed Tier 2 Service(s)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(C) (0 day Notice)	
Residential - Change Rates, Terms and Conditions, Promotions, or Withdrawal	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	<input type="checkbox"/> TRF 1-6-05(E) (0 day Notice)	
Residential - Tier 2 Service Contracts	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	<input type="checkbox"/> CTR 1-6-17 (0 day Notice)	
Commercial (Business) Contracts	Not Filed	Not Filed	Not Filed	
Business Services (see "Other" below)	Detariffed	Detariffed	Detariffed	
Residential & Business Toll Services (see "Other" below)	Detariffed	Detariffed	Detariffed	

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Section I – Part II – Certificate Status and Procedural

Certificate Status	ILEC	CLEC	CTS	AOS/IOS
Certification (See Supplemental ACE form)		<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)	<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)	<input type="checkbox"/> ACE 1-6-10 (Auto 30 days)
Add Exchanges to Certificate	<input type="checkbox"/> ATA 1-6-09(C) (Auto 30 days)	<input type="checkbox"/> AAC 1-6-10(F) (0 day Notice)	CLECs must attach a current CLEC Exchange Listing Form	
Abandon all Services - With Customers	<input type="checkbox"/> ABN 1-6-11(A) (Non-Auto)	<input type="checkbox"/> ABN 1-6-11(A) (Auto 90 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)
Abandon all Services - Without Customers		<input type="checkbox"/> ABN 1-6-11(A) (Auto 30 days)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)	<input type="checkbox"/> ABN 1-6-11(B) (Auto 14 day)
Change of Official Name (See below)	<input type="checkbox"/> ACN 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ACN 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Change in Ownership (See below)	<input type="checkbox"/> ACO 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ACO 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Merger (See below)	<input type="checkbox"/> AMT 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> AMT 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Transfer a Certificate (See below)	<input type="checkbox"/> ATC 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ATC 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Transaction for transfer or lease of property, plant or business (See below)	<input type="checkbox"/> ATR 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> ATR 1-6-14(B) (Auto 30 days)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)	<input type="checkbox"/> CIO 1-6-14(A) (0 day Notice)
Procedural				
Designation of Process Agent(s)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)	<input type="checkbox"/> TRF (0 day Notice)

Section II – Carrier to Carrier (Pursuant to 4901:1-7), CMRS and Other

Carrier to Carrier	ILEC	CLEC		
Interconnection agreement, or amendment to an approved agreement	<input checked="" type="checkbox"/> NAG 1-7-07 (Auto 90 day)	<input type="checkbox"/> NAG 1-7-07 (Auto 90 day)		
Request for Arbitration	<input type="checkbox"/> ARB 1-7-09 (Non-Auto)	<input type="checkbox"/> ARB 1-7-09 (Non-Auto)		
Introduce or change c-t-c service tariffs,	<input type="checkbox"/> ATA 1-7-14 (Auto 30 day)	<input type="checkbox"/> ATA 1-7-14 (Auto 30 day)		
Introduce or change access service pursuant to 07-464-TP-COI	<input type="checkbox"/> ATA (Auto 30 day)			
Request rural carrier exemption, rural carrier suspension or modification	<input type="checkbox"/> UNC 1-7-04 or 1-7-05 (Non-Auto)	<input type="checkbox"/> UNC 1-7-04 or 1-7-05 (Non-Auto)		
Pole attachment changes in terms and conditions and price changes.	<input type="checkbox"/> UNC 1-7-23(B) (Non-Auto)	<input type="checkbox"/> UNC 1-7-05 (Non-Auto)		
CMRS Providers See 4901:1-6-15	<input type="checkbox"/> RCC [Registration & Change in Operations] (0 day)		<input type="checkbox"/> NAG [Interconnection Agreement or Amendment] (Auto 90 days)	
Other*				

*NOTE: During the interim period between the effective date of the rules and an Applicant's Detariffing Filing, changes to existing business Tier 2 and all toll services, including the addition of new business Tier 2 and all new toll services, will be processed as 0-day TRF filings, and briefly described in the "Other" section above.

All Section I and II applications that result in a change to one or more tariff pages require, at a minimum, the following exhibits. Other exhibits may be required under the applicable rule(s). ACN, ACO, AMT, ATC, ATR and CIO applications see the 4901:1-6-14 Filing Requirements on the Commission's Web Page for a complete list of exhibits.

Exhibit	Description:
A	The tariff pages subject to the proposed change(s) as they exist before the change(s)
B	The Tariff pages subject to the proposed change(s), reflecting the change, with the change(s) marked in the right margin.
C	A short description of the nature of the change(s), the intent of the change(s), and the customers affected.
D	A copy of the notice provided to customers, along with an affidavit that the notice was provided according to the applicable rule(s).

Section III. – Attestation

Registrant hereby attests to its compliance with pertinent entries and orders issued by the Commission.

AFFIDAVIT

Compliance with Commission Rules and Service Standards

I am an officer/agent of the applicant corporation, Windstream Ohio, Inc. and am authorized to make this statement on its behalf.

I attest that these tariffs comply with all applicable rules, including the Minimum Telephone Service Standards (MTSS) Pursuant to Chapter 4901:1-5 OAC for the state of Ohio. I understand that tariff notification filings do not imply Commission approval and that the Commission's rules, including the Minimum Telephone Service Standards, as modified and clarified from time to time, supersede any contradictory provisions in our tariff. We will fully comply with the rules of the state of Ohio and understand that noncompliance can result in various penalties, including the suspension of our certificate to operate within the state of Ohio.

I declare under penalty of perjury that the foregoing is true and correct.

Executed on (Date) 5-27-11 at (Location) Columbus, Ohio 43215

Add Name

Kathy E. Hobbs

*(Signature and Title) VP-State Govt Affairs

(Date) 5-27-11

Kathy E. Hobbs

- This affidavit is required for every tariff-affecting filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

VERIFICATION

I, Kathy Hobbs

verify that I have utilized the Telecommunications Application Form for Routine Proceedings provided by the Commission and that all of the information submitted here, and all additional information submitted in connection with this case, is true and correct to the best of my knowledge.

*(Signature and Title)

Kathy E. Hobbs

VP- State Govt Affairs

(Date)

5-27-11

.....*Verification is required for every filing. It may be signed by counsel or an officer of the applicant, or an authorized agent of the applicant.

Send your completed Application Form, including all required attachments as well as the required number of copies, to:

**Public Utilities Commission of Ohio
Attention: Docketing Division
180 East Broad Street, Columbus, OH 43215-3793**

INTERCONNECTION AGREEMENT

BETWEEN

WINDSTREAM OHIO, INC.

&

COMMUNICATION OPTIONS, INC.

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GENERAL TERMS AND CONDITIONS

This Agreement ("Agreement") is between Communication Options, Inc. ("Communication Opt.") a Ohio corporation, having an office at 921 Eastwind Drive STE 104 Westerville, OH 43081 and Windstream Ohio, Inc. ("Windstream") having an office at 4001 Rodney Parham Road, Little Rock, Arkansas, 72212, hereinafter referred to collectively as the "Parties".

WHEREAS, pursuant to the Telecommunications Act of 1996 (the "Act"), the Parties wish to establish terms for the provision of certain services and Ancillary Functions as designated in the Attachments hereto for the purpose of determining the rates, terms, and conditions for the interconnection of the Parties' Telecommunications networks within the State of Ohio.

NOW, THEREFORE, in consideration of the premises and the mutual covenants of this Agreement, the Parties hereby agree as follows:

1.0 Introduction

- 1.1 This Agreement, in accordance with §§251 and 252 of the Act, sets forth the terms, conditions and prices under which Windstream may provide (a) services for interconnection, and (b) Ancillary Functions to Communication Opt.. The specific services, functions, or facilities that Windstream agrees to provide are those specifically identified in appendixes attached to this Agreement, and executed simultaneously with this general terms and conditions. Further this Agreement sets forth the terms, conditions, and prices under which Communication Opt. will provide services to Windstream, where applicable.
- 1.2 This Agreement includes and incorporates herein the Attachments of this Agreement, and all accompanying Appendices, Addenda and Exhibits.
- 1.3 The Parties acknowledge and agree that by entering into and performing in accordance with this Agreement, the Parties have not waived or relinquished any applicable exemptions that are provided by or available under the Act, including but not limited to those described in §251(f) of the Act, or under state law.
- 1.4 Prior to execution of this Agreement, Communication Opt. agrees to provide Windstream in writing Communication Opt.'s CLEC certification for the state covered by this Agreement prior to the filing of this Agreement with the appropriate Commission for approval.

2.0 Effective Date

- 2.1 The effective date of this Agreement will be the first business day following receipt of final approval of this Agreement by the relevant state Commission or, where approval by such state Commission is not required, the date that both Parties have executed the Agreement.

3.0 Intervening Law

- 3.1 In the event that any effective legislative, regulatory, judicial or other legal action materially changes any rule, law or judicial or administrative decision that was the basis of the requirement, obligation or right upon which any provision of this Agreement was negotiated, or materially impairs the ability of Windstream or Communication Opt. to perform any material terms of this Agreement, Communication Opt. or Windstream may, on thirty (30) days' written notice require that such terms be renegotiated, and the Parties shall renegotiate in good faith such mutually acceptable new terms as

may be required. In the event that such new terms are not renegotiated within ninety (90) days after such notice, the Dispute shall be referred to the Dispute Resolution procedure set forth in Section 9.0.

4.0 Term of Agreement

- 4.1 The Parties agree to the provisions of this Agreement for an initial term of two (2) years from the Effective Date of this Agreement, and thereafter on a month to month basis, unless terminated or modified pursuant to the terms and conditions of this Agreement.
- 4.2 Either Party may request for this Agreement to be renegotiated upon the expiration of the initial two (2) year term or upon any termination of this Agreement. The Party desiring renegotiation shall provide written notice to the other Party. Not later than thirty (30) days from receipt of said notice, the receiving Party will acknowledge receipt of the written notice and the Parties will commence negotiation, which shall be conducted in good faith, except in cases in which this Agreement has been terminated for Default pursuant to Section 4.6 or has been terminated for any reason not prohibited by law pursuant to Section 4.5.
- 4.3 If, within one hundred and thirty-five (135) days of commencing the negotiation referred to in Section 4.2 above, the Parties are unable to negotiate new terms, conditions and prices for a Subsequent Agreement, either Party may petition the applicable state Commission to establish appropriate terms, conditions and prices for the Subsequent Agreement pursuant to 47 U.S.C. 252. Should the Commission decline jurisdiction, either Party may petition the FCC under the Act or resort to a commercial provider of arbitration services.
- 4.4 If either Party has requested negotiations, and the Parties have not executed a subsequent agreement or filed arbitration at the applicable state commission, then this Agreement will terminate upon the date the arbitration window closes (the 160th day). Communication Opt. will execute Windstream's then current standard interconnection agreement with an effective date of the next day following the close of the arbitration window. Failure by Communication Opt. to execute Windstream's then current standard interconnection agreement will result in termination of all services provided by Windstream to Communication Opt..
- 4.5 After completion of the initial two (2) year term, this Agreement may be terminated by either Party for any reason not prohibited by law upon sixty (60) days written notice to the other Party. By mutual Agreement, the Parties may amend this Agreement in writing to modify its terms.
- 4.6 In the event of Default or Abandonment, as defined in this §4.6, the non-defaulting Party may terminate this Agreement provided that the non-defaulting Party so advises the defaulting Party in writing ("Default Notice") of the event of the alleged Default and the defaulting Party does not cure the alleged Default with sixty (60) after receipt of the Default Notice thereof. Default is defined as:
 - 4.6.1 Either Party's insolvency or initiation of bankruptcy or receivership proceedings by or against the Party; or
 - 4.6.2 A decision under §9.0, Dispute Resolution that a Party has materially breached any of the terms or conditions hereof, or
 - 4.6.3 A Party has notified the other Party in writing of the other Party's material breach of any of the material terms hereof, and the default remains uncured for sixty (60) days from receipt of such notice, provided, however, that if the alleged material breach involves a material interruption to, or a material degradation of, the E911 services provided under this Agreement, the cure period shall be five (5) days from receipt of such notice.
 - 4.6.4 Illegal use or taking of facilities is considered a material breach of this Agreement and termination of the Agreement will occur.

In addition, this Agreement shall be null and void if Communication Opt. has not placed an order for a service or facility or terminated traffic hereunder by one (1) year following Effective Date. If Communication Opt. has not placed an order for a service, a facility, or terminated traffic within one (1) year, Windstream shall provide Communication Opt. with notice of Windstream's intent to terminate the Agreement. Communication Opt. shall have thirty (30) calendar days to indicate in writing to Windstream that Communication Opt. intends to place orders or terminate traffic within thirty (30) calendar days. If Communication Opt. cannot meet this timeframe for placing orders or terminating traffic, the Agreement will be terminated. If Communication Opt. does not intend to place orders or terminate traffic, this Agreement shall be deemed suspended and Windstream shall apply to the Commission to terminate the Agreement.

5.0 Assignment

- 5.1 Any assignment by either Party to any non-affiliated entity of any right, obligation or duty, or of any other interest hereunder, in whole or in part, without the prior written consent of the other Party shall be void. A Party may assign this Agreement in its entirety to an Affiliate of the Party without the consent of the other Party; provided, however, that the assigning Party shall notify the other Party in writing of such assignment thirty (30) days prior to the Effective Date thereof and, provided further, if the assignee is an assignee of Communication Opt., the assignee must provide evidence of Commission CLEC certification. The Parties shall amend this Agreement to reflect such assignments and shall work cooperatively to implement any changes required due to such assignment. All obligations and duties of any Party under this Agreement shall be binding on all successors in interest and assigns of such Party. No assignment or delegation hereof shall relieve the assignor of its obligations under this Agreement in the event that the assignee fails to perform such obligations. Notwithstanding anything to the contrary in this Section, Communication Opt. shall not assign this Agreement to any Affiliate or non-affiliated entity unless either (1) Communication Opt. pays all bills, past due and current, under this Agreement, or (2) Communication Opt.'s assignee expressly assumes liability for payment of such bills.
- 5.2 As a minimum condition of any assignment or transfer of this Agreement (or any rights hereunder) that is permitted under or consented to by Windstream pursuant to this Section 5, Communication Opt. agrees that any change, modification or other activity required for Windstream to accommodate or recognize the successor to or assignee of Communication Opt. shall be a CLEC Change. Windstream shall have no obligation to proceed with such activities nor shall any otherwise acceptable assignment or transfer be effective against Windstream until the Parties agree upon the charges that apply to such CLEC Change.
- 5.3 In the event that Communication Opt. makes any corporate name change (whether it involves a merger, consolidation, assignment or transfer, and including addition or deletion of a d/b/a), change in OCN/AECN, or makes or accepts a transfer or assignment of interconnection trunks or facilities (including leased facilities), or a change in any other CLEC identifier (collectively, a "CLEC Change"), Communication Opt. shall submit written notice to Windstream within thirty (30) days of the first action taken to implement such CLEC Change. Within thirty (30) days following receipt of that notice, the Parties shall negotiate rates to compensate Windstream for the expenses to be incurred by Windstream to make the CLEC Change to the applicable Windstream databases, systems, records and/or recording announcement(s) for Communication Opt. branded/repair calls. In addition, Communication Opt. shall compensate Windstream for any service order charges and/or service request charges, as specified in Appendix B, associated with such CLEC Change. Windstream's Agreement to implement a CLEC Change is conditioned upon Communication Opt.'s Agreement to pay all reasonable charges billed to Communication Opt. for such CLEC Change.

6.0 Confidential and Proprietary Information

- 6.1 For the purposes of this Agreement, confidential information means confidential or proprietary technical, Customer, End User, network, or business information disclosed by one Party (the "Discloser") to the other Party (the "Recipient"), which is disclosed by one Party to the other in connection with this Agreement, during negotiations or the term of this Agreement ("Confidential Information"). Such Confidential Information shall automatically be deemed proprietary to the Discloser and subject to this §6.0, unless otherwise confirmed in writing by the Discloser. All other information which is indicated and marked, as Confidential Information at the time of disclosure shall also be treated as Confidential Information under §6.0 of this Agreement. The Recipient agrees (i) to use Confidential Information only for the purpose of performing under this Agreement, (ii) to hold it in confidence and disclose it to no one other than its employees or agents having a need to know for the purpose of performing under this Agreement, and (iii) to safeguard it from unauthorized use or disclosure using at least the same degree of care with which the Recipient safeguards its own Confidential Information. If the Recipient wishes to disclose the Discloser's Confidential Information to a third-party agent or consultant, such disclosure must be agreed to in writing by the Discloser, and the agent or consultant must have executed a written Agreement of nondisclosure and nonuse comparable to the terms of this Section.
- 6.2 The Recipient may make copies of Confidential Information only as reasonably necessary to perform its obligations under this Agreement. All such copies will be subject to the same restrictions and protections as the original and will bear the same copyright and proprietary rights notices as are contained on the original.
- 6.3 The Recipient agrees to return all Confidential Information to the Discloser in tangible form received from the Discloser, including any copies made by the Recipient within thirty (30) days after a written request is delivered to the Recipient, or to destroy all such Confidential Information if directed to do so by Discloser except for Confidential Information that the Recipient reasonably requires to perform its obligations under this Agreement. If either Party loses or makes an unauthorized disclosure of the other Party's Confidential Information, it will notify such other Party immediately and use reasonable efforts to retrieve the lost or wrongfully disclosed information.
- 6.4 The Recipient will have no obligation to safeguard Confidential Information: (i) which was in the possession of the Recipient free of restriction prior to its receipt from the Discloser; (ii) after it becomes publicly known or available through no breach of this Agreement by the Recipient, (iii) after it is rightfully acquired by the Recipient free of restrictions on its disclosure, or (iv) after it is independently developed by personnel of the Recipient to whom the Discloser's Confidential Information had not been previously disclosed. In addition, either Party will have the right to disclose Confidential Information to any state or federal regulatory body, or a court in the conduct of approval of this Agreement, as long as, in the absence of an applicable protective order, the Discloser has been previously notified by the Recipient in time sufficient for the Recipient to undertake lawful measures to avoid disclosing such information and for Discloser to have reasonable time to seek or negotiate a protective order before or with any applicable state or regulatory body or a court.
- 6.5 The Parties recognize that an individual End User may simultaneously seek to become or be a Customer of both Parties. Nothing in this Agreement is intended to limit the ability of either Party to use Customer specific information lawfully obtained from End Users or sources other than the Discloser, subject to applicable rules governing use of Customer Propriety Network Information (CPNI).
- 6.6 Each Party's obligations to safeguard Confidential Information disclosed prior to expiration or termination of this Agreement will survive such expiration or termination.

- 6.7 Except as otherwise expressly provided elsewhere in this Agreement, no license is hereby granted with respect to any patent, trademark, or copyright, nor is any such license implied solely by virtue of the disclosure of any Confidential Information.
- 6.8 Each Party agrees that the Discloser may be irreparably injured by a disclosure in breach of this Agreement by the Recipient or its representatives and the Discloser will be entitled to seek equitable relief, including injunctive relief and specific performance, in the event of any breach or threatened breach of the confidentiality provisions of this Agreement. Such remedies will not be deemed to be the exclusive remedies for a breach of this Agreement, but will be in addition to all other remedies available at law or in equity.

7.0 Liability and Indemnification

7.1 Limitation of Liabilities

With respect to any claim or suit for damages arising out of mistakes, omissions, defects in transmission, interruptions, failures, delays or errors occurring in the course of furnishing any service hereunder, the liability of the Party furnishing the affected service, if any, shall not exceed a credit for the actual cost of the services or functions not performed or improperly performed for the period of that particular service during which such mistakes, omissions, defects in transmission, interruptions, failures, delays or errors occurs and continues; provided, however, that any such mistakes, omissions, defects in transmission, interruptions, failures, delays, or errors which are caused by the gross negligence or willful, wrongful act or omission of the complaining Party or which arise from the use of the complaining Party's facilities or equipment shall not result in the imposition of any liability whatsoever upon the other Party furnishing service.

7.2 No Consequential Damages

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY WILL BE LIABLE TO THE OTHER PARTY FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, OR SPECIAL DAMAGES SUFFERED BY SUCH OTHER PARTY (INCLUDING WITHOUT LIMITATION DAMAGES FOR HARM TO BUSINESS, LOST REVENUES, LOST SAVINGS, OR LOST PROFITS SUFFERED BY SUCH OTHER PARTY), REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT, WARRANTY, STRICT LIABILITY, OR TORT, INCLUDING WITHOUT LIMITATION NEGLIGENCE OF ANY KIND WHETHER ACTIVE OR PASSIVE, AND REGARDLESS OF WHETHER THE PARTIES KNEW OF THE POSSIBILITY THAT SUCH DAMAGES COULD RESULT. EACH PARTY HEREBY RELEASES THE OTHER PARTY (AND SUCH OTHER PARTY'S SUBSIDIARIES AND AFFILIATES, AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES, AND AGENTS) FROM ANY SUCH CLAIM. NOTHING CONTAINED IN THIS SECTION WILL LIMIT EITHER PARTY'S LIABILITY TO THE OTHER PARTY FOR (i) WILLFUL OR INTENTIONAL MISCONDUCT (INCLUDING GROSS NEGLIGENCE) OR (ii) BODILY INJURY, DEATH, OR DAMAGE TO TANGIBLE REAL OR TANGIBLE PERSONAL PROPERTY.

7.3 Obligation to Indemnify

- 7.3.1 Each Party shall be indemnified and held harmless by the other Party against claims, losses, suits, demands, damages, costs, expenses, including reasonable attorneys' fees ("Claims"), asserted, suffered, or made by third parties arising from (i) any act or omission of the indemnifying Party in connection with its performance or non-performance under his Agreement; and (ii) provision of the indemnifying Party's services or equipment, including but not limited to claims arising from the provision of the indemnifying Party's services to its End Users (e.g., claims for interruption of service, quality of service or billing disputes) unless such act or omission was caused by the

negligence or willful misconduct of the indemnified Party. Each Party shall also be indemnified and held harmless by the other Party against claims and damages of persons for services furnished by the indemnifying Party or by any of its subcontractors, under worker's compensation laws or similar statutes.

- 7.3.2 Each Party, as an Indemnifying Party agrees to release, defend, indemnify, and hold harmless the other Party from any claims, demands or suits that asserts any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly or indirectly, by the Indemnifying Party's employees and equipment associated with the provision of any service herein. This provision includes but is not limited to suits arising from unauthorized disclosure of the End User's name, address or telephone number.
- 7.3.3 Windstream makes no warranties, express or implied, concerning Communication Opt.'s (or any third party's) rights with respect to intellectual property (including without limitation, patent, copyright and trade secret rights) or contract rights associated with Communication Opt.'s interconnection with Windstream's network use or receipt of Windstream services.
- 7.3.4 When the lines or services of other companies and carriers are used in establishing connections to and/or from points not reached by a Party's lines, neither Party shall be liable for any act or omission of the other companies or carriers.

7.4 Obligation to Defend; Notice; Cooperation

Whenever a claim arises for indemnification under this Section (the "Claim"), the relevant Indemnitee, as appropriate, will promptly notify the Indemnifying Party and request the Indemnifying Party to defend the same. Failure to so notify the Indemnifying Party will not relieve the Indemnifying Party of any liability that the Indemnifying Party might have, except to the extent that such failure prejudices the Indemnifying Party's ability to defend such Claim. The Indemnifying Party will have the right to defend against such Claim in which event the Indemnifying Party will give written notice to the Indemnitee of acceptance of the defense of such Claim and the identity of counsel selected by the Indemnifying Party. Except as set forth below, such notice to the relevant Indemnitee will give the Indemnifying Party full authority to defend, adjust, compromise, or settle such Claim with respect to which such notice has been given, except to the extent that any compromise or settlement might prejudice the Intellectual Property Rights of the relevant Indemnities. The Indemnifying Party will consult with the relevant Indemnitee prior to any compromise or settlement that would affect the Intellectual Property Rights or other rights of any Indemnitee, and the relevant Indemnitee will have the right to refuse such compromise or settlement and, at such Indemnitee's sole cost, to take over such defense of such Claim. Provided, however, that in such event the Indemnifying Party will not be responsible for, nor will it be obligated to indemnify the relevant Indemnitee against any damages, costs, expenses, or liabilities, including without limitation, attorneys' fees, in excess of such refused compromise or settlement. With respect to any defense accepted by the Indemnifying Party, the relevant Indemnitee will be entitled to participate with the Indemnifying Party in such defense if the Claim requests equitable relief or other relief that could affect the rights of the Indemnitee and also will be entitled to employ separate counsel for such defense at such Indemnitee's expense. In the event the Indemnifying Party does not accept the defense of any indemnified Claim as provided above, the relevant Indemnitee will have the right to employ counsel for such defense at the expense of the Indemnifying Party, and the Indemnifying Party shall be liable for all costs associated with Indemnitee's defense of such Claim including court costs, and any settlement or damages awarded the third party. Each Party agrees to cooperate and to cause its employees and agents to cooperate with the other Party in the defense of any such Claim.

8.0 Payment of Rates and Late Payment Charges

- 8.1 Windstream, at its discretion may require Communication Opt. to provide Windstream a security deposit to ensure payment of Communication Opt.'s account. The security deposit must be an amount equal to three (3) months anticipated charges (including, but not limited to, recurring, non-recurring, termination charges and advance payments), as reasonably determined by Windstream, for the interconnection, resale services, network elements, collocation or any other functions, facilities, products or services to be furnished by Windstream under this Agreement.
- 8.1.1 Such security deposit shall be a cash deposit or other form of security acceptable to Windstream. Any such security deposit may be held during the continuance of the service as security for the payment of any and all amounts accruing for the service.
- 8.1.2 If a security deposit is required, such security deposit shall be made prior to the activation of service.
- 8.1.3 The fact that a security deposit has been provided in no way relieves Communication Opt. from complying with Windstream's regulations as to advance payments and the prompt payment of bills on presentation nor does it constitute a waiver or modification of the regular practices of Windstream providing for the discontinuance of service for non-payment of any sums due Windstream.
- 8.1.4 Windstream reserves the right to increase the security deposit requirements when, in its sole judgment, circumstances so warrant and/or gross monthly billing has increased beyond the level initially used to determine the security deposit.
- 8.1.5 In the event that Communication Opt. is in breach of this Agreement, service to Communication Opt. may be terminated by Windstream; any security deposits applied to its account and Windstream may pursue any other remedies available at law or equity.
- 8.1.6 In the case of a cash deposit, interest at a rate as set forth in the appropriate Windstream tariff shall be paid to Communication Opt. during the possession of the security deposit by Windstream. Interest on a security deposit shall accrue annually and, if requested, shall be annually credited to Communication Opt. by the accrual date.
- 8.2 Windstream may, but is not obligated to, draw on the cash deposit, as applicable, upon the occurrence of any one of the following events.
- 8.2.1 Communication Opt. owes Windstream undisputed charges under this Agreement that are more than thirty (30) calendar days past due; or
- 8.2.2 Communication Opt. admits its inability to pay its debts as such debts become due, has commenced a voluntary case (or has had an involuntary case commenced against it) under the U.S. Bankruptcy Code or any other law relating to insolvency, reorganization, wind-up, composition or adjustment of debts or the like, has made an assignment for the benefit of creditors or, is subject to a receivership or similar proceeding; or
- 8.2.3 The expiration or termination of this Agreement.
- 8.3 If Windstream draws on the security deposit, upon request by Windstream, Communication Opt. will provide a replacement deposit conforming to the requirements of Section 8.1.
- 8.4 Except as otherwise specifically provided elsewhere in this Agreement, the Parties will pay all rates and charges due and owing under this Agreement within thirty (30) days of the invoice date in immediately available funds. The Parties represent and covenant to each other that all invoices

will be promptly processed and mailed in accordance with the Parties' regular procedures and billing systems.

- 8.4.1 If the payment due date falls on a Sunday or on a Holiday which is observed on a Monday, the payment due date shall be the first non-Holiday following such Sunday or Holiday. If the payment due date falls on a Saturday or on a Holiday which is observed on Tuesday, Wednesday, Thursday, or Friday, the payment due date shall be the last non-Holiday preceding such Saturday or Holiday. If payment is not received by the payment due date, a late penalty, as set forth in §8.5 below, will be assessed.
- 8.5 If the amount billed is received by the billing Party after the payment due date or if any portion of the payment is received by the billing Party in funds which are not immediately available to the billing Party, then a late payment charge will apply to the unpaid balance.
- 8.6 Except as otherwise specifically provided in this Agreement interest on overdue invoices will apply at the lesser of the highest interest rate (in decimal value) which may be levied by law for commercial transactions, compounded daily and applied for each month or portion thereof that an outstanding balance remains, or shall not exceed 0.0004930% compounded daily and applied for each month or portion thereof that an outstanding balance remains.
- 8.7 Collection from End Users. Communication Opt. may not deduct from the amounts it owes to Windstream on its Windstream invoice any amounts that it cannot collect from its end users, including any billing adjustments or credits that Communication Opt. grants end users, and including any amounts that are uncollectible as a result of fraudulent usage or practices by end users.

9.0 Dispute Resolution

9.1 Notice of Disputes

Notice of a valid contractual dispute must be in writing, specifically documenting the nature of the dispute, and must include a detailed description of the underlying dispute (the "Dispute Notice"). A billing dispute must be submitted on the Billing Dispute Form contained in Appendix A or the dispute will not be accepted as a valid billing dispute and therefore rejected by the billing Party. The Billing Dispute Form must be completed with all fields populated by the disputing Party or the form will be rejected by the billing Party.

9.1.1 Billing Disputes

A billing dispute ("Billing Dispute") is limited to charges contained within one invoice and one invoice only. The disputing Party must submit a billing dispute to the billing Party on the Billing Dispute Form contained in Appendix A by the due date on the disputed bill. The disputing Party will not combine multiple invoices into one Billing Dispute without the prior written consent by the billing Party. The Billing Dispute Form must be complete, with all fields populated with the required information for the billable element in dispute. If the Billing Dispute Form is not complete with all information, the dispute will be rejected by the billing Party. After receipt of a completed dispute, the billing Party will review to determine the accuracy of the billing dispute. If the billing Party determines the dispute is valid, the billing Party will credit the disputing Party's bill by the next bill date. If the billing Party determines the billing dispute is not valid, the disputing Party may escalate the dispute as outlined in section 9.1.1.1. If escalation of the billing dispute does not occur within the thirty (30) calendar days as outlined below, the disputing Party must remit payment for the disputed charge, including late payment

charges, to the billing Party by the next bill date and the billing dispute will be closed and resolved in favor of the billing Party.

9.1.1.1 Resolution of the billing dispute is expected to occur at the first level of management, resulting in a recommendation for settlement of the dispute and closure of a specific billing period. If the billing dispute is not resolved within thirty (30) calendar days from receipt of the Billing Dispute Form, the following resolution procedure may be implemented at the request of the disputing Party:

9.1.1.1.1 If the billing dispute is not resolved within thirty (30) calendar days of receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the second level of management for each of the respective Parties for resolution. If the billing dispute is not resolved within sixty (60) calendar days of receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the third level of management for each of the respective Parties for resolution. If escalation by the disputing Party to the next level of management does not occur within sixty (60) calendar days of the receipt of the Billing Dispute Form, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and the billing dispute will be closed and resolved in favor of the billing Party.

9.1.1.1.2 If the billing dispute is not resolved within ninety (90) calendar days of the receipt of the Billing Dispute Form, the billing dispute may be escalated by the disputing Party to the fourth level of management for each of the respective Parties for resolution. If escalation by the disputing Party to the next level of management does not occur within ninety (90) calendar days of the receipt of the Billing Dispute Form, the disputing Party must remit payment for the disputed charge, including late payment charges, to the billing Party by the next bill date and the billing dispute will be closed and resolved in favor of the billing Party.

9.1.1.1.3 Each Party will provide to the other Party an escalation list for resolving a billing dispute. The escalation list will contain the name, title, phone number, fax number and email address for each escalation point identified in this section 9.1.1.1. A Party's failure to pay all undisputed amounts by the due date listed on the bill is a material breach of this Agreement.

9.1.1.1.4 If the billing dispute is not resolved within one hundred twenty (120) days of receipt of the Billing Dispute Form the Formal Dispute Resolution process, outlined in section 9.4, may be invoked. To invoke Formal Dispute Resolution per section 9.4, for a billing dispute, the disputing Party must escalate the dispute through the fourth level escalation as defined in section 9.1.1.1 through 9.1.1.1.3. The Formal Dispute Resolution process must be invoked within thirty (30) days after the fourth level of escalation is completed. Failure of the disputing Party to invoke section 9.4 Formal Dispute Resolution, will result in the billing dispute being closed and resolved in favor of the billing Party.

9.1.1.2 If the disputing Party disputes a charge and does not pay such charge by the payment due date, such charges shall be subject to late payment charges as set forth in subsection 8.3 above. If the disputing Party disputes charges and the billing dispute is resolved in favor of the disputing Party, the billing Party shall

credit the bill of the disputing Party for the amount of the disputed charges, along with any late payment charges assessed, by the next billing cycle after the resolution of the dispute. Accordingly, if the disputing Party disputes charges and the billing dispute is resolved in favor of the billing Party, the disputing Party shall pay the billing Party the amount of the disputed charges and any associated late payment charges, by the next billing due date after the resolution of the dispute.

9.1.1.3 For purposes of this subsection 9.1.1, a billing dispute shall not include the refusal to pay other amounts owed to a Party pending resolution of the dispute. Claims by the disputing Party for damages of any kind will not be considered a Bona Fide Dispute for purposes of this subsection 9.1.1. Party's failure to pay all undisputed amounts by the due date listed on the bill, is a material breach of this agreement.

9.1.1.4 Once the billing dispute has been processed in accordance with this subsection 9.1.1, the disputing Party will make immediate payment on any of the disputed amount owed to the billing Party, or the billing Party shall have the right to pursue normal treatment procedures. Any credits due to the disputing Party resulting from the Dispute process will be applied to the disputing Party's account by the billing Party immediately upon resolution of the dispute.

9.1.1.5 Neither Party shall bill the other Party for charges incurred more than twelve (12) months after the service is provided to the non-billing Party, and neither Party shall receive credit for charges incorrectly billed to the other Party for more than twelve (12) months, or from the date of in-service of said billed services if the in-service date is less than twelve (12) months.

9.1.2 **All Other Disputes**

All other disputes (*i.e.*, contractual disputes) shall be valid only if reasonable within the scope of this Agreement, and within the most recent twelve (12) month period or from the date of in-service of said services if the in-service date is less than twelve (12) months.

9.2 **Alternative to Litigation**

9.2.1 The Parties desire to resolve disputes arising out of this Agreement without litigation. Accordingly, except for action seeking a temporary restraining order, an injunction, or similar relief from the PUC related to the purposes of this Agreement, or suit to compel compliance with this Dispute Resolution process, the Parties agree to use the following Dispute Resolution procedure with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

9.2.2 Each Party agrees to promptly notify the other Party in writing of a dispute pursuant to §9.1 above and may in the Dispute Notice invoke the Informal Dispute Resolution process described in §9.3.

9.3 **Informal Resolution of Disputes**

In the case of any dispute and upon receipt of the Dispute Notice each Party will appoint a duly authorized representative knowledgeable in telecommunications matters, to meet and negotiate in good faith to resolve any dispute arising under this Agreement. The location, form, frequency, duration, and conclusion of these discussions will be left to the discretion of the representatives. Upon Agreement, the representatives may, but are not obligated to, utilize other alternative dispute resolution procedures such as mediation to assist in the negotiations. Discussions and the

correspondence among the representatives for purposes of settlement are exempt from discovery and production and will not be admissible in any lawsuit without the concurrence of both Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and, if otherwise admissible, may be admitted in evidence in the lawsuit. Unless otherwise provided herein, or upon the Parties' Agreement, either Party may invoke Formal Dispute Resolution procedures or other procedures as appropriate, not earlier than one hundred twenty (120) days after the date of the Billing Dispute Notice, provided the Party invoking the formal dispute resolution process has in good faith negotiated, or attempted to negotiate, with the other Party.

9.4 Formal Dispute Resolution

9.4.1 The Parties agree that an unresolved Billing Dispute arising under this Agreement may be submitted to PUC for resolution in accordance with the PUC dispute resolution process only after the Parties have complied with section 9.1.1 above, and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PUC under applicable law. Furthermore, for All Other Disputes, subject to section 9.1.2 above, the Parties agree that All Other Disputes arising under this Agreement may be submitted to PUC for resolution in accordance with the PUC dispute resolution process and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PUC under applicable law.

9.4.2 If the PUC does not have or declines to accept jurisdiction over any dispute arising under this Agreement, either Party may proceed with any remedy available to it pursuant to law, equity or agency mechanisms

9.4.3 Each Party shall bear its own costs of these procedures unless the Ohio Public Service Commission or other presiding authority, if any, rules otherwise. A Party seeking discovery shall reimburse the responding Party for the costs of production of documents (including search time and reproduction costs).

9.5 Conflicts

9.5.1 The Parties agree that the Dispute Resolution procedures set forth in this Agreement are not intended to conflict with applicable requirements of the Act or the state commission with regard to procedures for the resolution of disputes arising out of this Agreement and do not preclude a Party from seeking relief under applicable rules or procedures of the PUC.

10.0 INTENTIONALLY LEFT BLANK

11.0 Notices

11.1 Except as otherwise specifically provided in this Agreement, all notice, consents, approvals, modifications, or other communications to be given under this Agreement shall be in writing and sent postage prepaid by registered mail return receipt requested. Notice may also be affected by personal delivery or by overnight courier. All notices will be effective upon receipt, and should be directed to the following:

If to Communication Opt.:

Pamela Engle
921 Eastwind Dr. Suite 104
Westerville, Ohio 43081

Phone: 614-901-7091
Fax: 614-882-4004
Pamela.Engle@COI.net

Copy to:
Communication Options, Inc.
Attn: Steve Vogelmeier
921 Eastwind Dr, Suite 104
Westerville, Ohio 43081
Phone: 614-882-2030
Fax: 614-882-4004
Steve.vogelmeier@coi.net

If to Windstream:
Windstream
Attn: Staff Manager – Interconnection Services
4001 Rodney Parham Road
Mailstop: 1170 B1F2-12A
Little Rock, Arkansas 72212

Copy to:
Windstream
Attn: Legal Department
4001 Rodney Parham Road
Mailstop: 1170 B1F3-53A
Little Rock, Arkansas 72212

- 11.2 Either Party may unilaterally change its designated representative and/or address, telephone contact number or facsimile number for the receipt of notices by giving seven (7) days' prior written notice to the other Party in compliance with this Section.

12.0 Taxes

- 12.1 Each Party purchasing services hereunder shall pay or otherwise be responsible for all federal, state, or local sales, use, excise, gross receipts, transaction or similar taxes, fees or surcharges (hereinafter "Tax") levied against or upon such purchasing Party (or the providing Party when such providing Party is permitted to pass along to the purchasing Party such taxes, fees or surcharges), except for any tax on either Party's corporate existence, status or income. Whenever possible, these amounts shall be billed as a separate item on the invoice. Purchasing Party may be exempted from certain taxes if purchasing Party provides proper documentation, e.g., reseller certificate, from the appropriate taxing authority. Failure to timely provide said resale tax exemption certificate will result in no exemption being available to the purchasing Party until such time as the purchasing Party presents a valid certification.
- 12.2 With respect to any purchase of services, facilities or other arrangements, if any Tax is required or permitted by applicable law to be collected from the purchasing Party by the providing Party, then (i) the providing Party shall bill the purchasing Party for such Tax, (ii) the purchasing Party shall remit such Tax to the providing Party and (iii) the providing Party shall remit such collected Tax to the applicable taxing authority, except as otherwise indicated below.
- 12.3 The Parties agree that each Party shall generally be responsible for collecting and remitting to the appropriate city, any franchise fees or taxes for use of city rights of way, in accordance with the terms of that Party's franchise Agreement. In the event a city attempts to require both Parties to pay franchise fees on the same revenues with respect to resold services or unbundled network elements then the Parties agree to cooperate in opposing such double taxation.

- 12.4 With respect to any purchase hereunder of services, facilities or arrangements that are resold to a third party, if any Tax is imposed by applicable law on the End User in connection with any such purchase, then (i) the purchasing Party shall be required to impose and/or collect such Tax from the End User and (ii) the purchasing Party shall remit such Tax to the applicable taxing authority. The purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from the providing Party due to the failure of the purchasing Party to pay or collect and remit such tax to such authority.
- 12.5 If the providing Party fails to collect any Tax as required herein, then, as between the providing Party and the purchasing Party, (i) the purchasing Party shall remain liable for such uncollected Tax and (ii) the providing Party shall be liable for any penalty and interest assessed with respect to such uncollected Tax by such authority. However, if the purchasing Party fails to pay any taxes properly billed, then, as between the providing Party and the purchasing Party, the purchasing Party will be solely responsible for payment of the taxes, penalty and interest.
- 12.6 If the purchasing Party fails to impose and/or collect any Tax from End Users as required herein, then, as between the providing Party and the purchasing Party, the purchasing Party shall remain liable for such uncollected Tax and any interest and penalty assessed thereon with respect to the uncollected Tax by the applicable taxing authority. With respect to any Tax that the purchasing Party has agreed to pay or impose on and/or collect from End Users, the purchasing Party agrees to indemnify and hold harmless the providing Party on an after-tax basis for any costs incurred by the providing Party as a result of actions taken by the applicable taxing authority to collect the Tax from the providing Party due to the failure of the purchasing Party to pay or collect and remit such Tax to such authority.
- 12.7 All notices, affidavits, exemption certificates or other communications required or permitted to be given by either Party to the other Party under this §12.0, shall be made in writing and sent postage prepaid by registered mail return receipt requested. All notices shall be effective upon receipt. All notices sent pursuant to this Section shall be directed to the following:

To Windstream:

Windstream
Attn: Director State and Local Taxes
4001 Rodney Parham Road
Mailstop: 1170 B1F03-70A
Little Rock, AR 72212

Copy to:

Windstream
Attn: Staff Manager - Interconnection Services
4001 Rodney Parham Road
Mailstop: 1170 B1F2-12A
Little Rock, AR 72212

To Communication Opt.:

PJ Moody
921 Eastwind Dr. Suite 104
Westerville, Ohio 43081
Phone 614-882-2040
Fax: 614-882-4004

PJMoody@COI.net

Copy to:

Pamela Engle
921 Eastwind Dr, Suite 104
Westerville, Ohio 43081
Phone: 614-901-7091
Fax: 614-882-4004
Pamela.engle@coi.net

- 12.8 Either Party may unilaterally change its designated representative and/or address, telephone contact number or facsimile number for the receipt of notices by giving seven (7) days' prior written notice to the other Party in compliance with this Section.

13.0 Force Majeure

- 13.1 Except as otherwise specifically provided in this Agreement, neither Party shall be liable for delays or failures in performance resulting from acts or occurrences beyond the reasonable control of such Party, regardless of whether such delays or failures in performance were foreseen or foreseeable as of the date of this Agreement, including, without limitation: fire, explosion, power failure, acts of God, war, revolution, civil commotion, or acts of public enemies; epidemics, riots, insurrections, earthquakes, tornadoes, hurricanes, nuclear accidents, floods, or labor unrest, including, without limitation strikes, slowdowns, picketing or boycotts or delays caused by the other Party or by other service or equipment vendors; or any other similar circumstances beyond the Party's reasonable control. In such event, the Party affected shall, upon giving prompt notice to the other Party, be excused from such performance on a day-to-day basis to the extent of such interference (and the other Party shall likewise be excused from performance of its obligations on a day-for-day basis to the extent such Party's obligations relate to the performance so interfered with). The affected Party shall use its reasonable commercial efforts to avoid or remove the cause of nonperformance and both Parties shall proceed to perform with dispatch once the causes are removed or cease.

14.0 Publicity

- 14.1 The Parties agree not to use in any advertising or sales promotion, press releases or other publicity matters, any endorsements, direct or indirect quotes or pictures implying endorsement by the other Party or any of its employees without such Party's prior written approval. The Parties will submit to each other for written approval, prior to publication, all such publicity endorsement matters that mention or display the other's name and/or marks or contain language from which a connection to said name and/or marks may be inferred or implied.
- 14.2 Neither Party will offer any services using the trademarks, service marks, trade names, brand names, logos, insignia, symbols or decorative designs of the other Party or its affiliates without the other Party's written authorization.

15.0 Network Maintenance and Management

- 15.1 The Parties will work cooperatively to implement this Agreement. The Parties will exchange appropriate information (e.g., maintenance contact numbers, network information, information required to comply with law enforcement and other security agencies of the Government, etc.) to achieve this desired reliability, subject to the confidentiality provisions herein.

- 15.2 Each Party will provide a 24-hour contact number for Network Traffic Management issues to the other's surveillance management center. A facsimile (FAX) number must also be provided to facilitate event notifications for planned mass calling events. Additionally, both Parties agree that they will work cooperatively to ensure that all such events will attempt to be conducted in such a manner as to avoid disruption or loss of service to other End Users.

15.2.1 24 Hour Network Management Contact:

For Windstream:

Contact Number: 330-650-7929

For Communication Opt.:

Contact Number: 800-333-9967

- 15.3 Neither Party will use any service provided under this Agreement in a manner that impairs the quality of service to other carriers or to either Party's subscribers. Either Party will provide the other Party notice of said impairment at the earliest practicable time.

16.0 Law Enforcement and Civil Process

16.1 Intercept Devices

Local and federal law enforcement agencies periodically request information or assistance from local telephone service providers. When either Party receives a request associated with a Customer of the other Party, the receiving Party will refer such request to the appropriate Party, unless the request directs the receiving Party to attach a pen register, trap-and-trace or form of intercept on the Party's own facilities, in which case that Party will comply with any valid requirement, to the extent the receiving Party is able to do so; if such compliance requires the assistance of the other Party such assistance will be provided.

16.2 Subpoenas

If a Party receives a subpoena for information concerning an End User the Party knows to be an End User of the other Party, the receiving Party will refer the subpoena to the requesting entity with an indication that the other Party is the responsible company.

16.3 Law Enforcement Emergencies

If a Party receives a request from a law enforcement agency to implement at its switch a temporary number change, temporary disconnect, or one-way denial of outbound calls for an End User of the other Party, the receiving Party will comply so long as it is a valid emergency request. Neither Party will be held liable for any claims or damages arising from compliance with such requests, and the Party serving the End User agrees to indemnify and hold the other Party harmless against any and all such claims.

- 16.4 The Parties will provide five (5) day a week 8:00 a.m. to 5:00 p.m. installation and information retrieval pertaining to lawful, manual traps and information retrieval on Customer invoked CLASS services pertaining to non-emergency calls such as annoyance calls. The Parties will provide assistance twenty-four (24) hours per day for situations involving immediate threat of life or at the request of law enforcement officials. The Parties will provide a twenty-four (24) hour contact number to administer this process.

17.0 Changes in Subscriber Carrier Selection

- 17.1 Each Party will abide by applicable state or federal laws and regulations in obtaining End User authorization prior to changing End User's Local Service Provider to itself and in assuming responsibility for any applicable charges as specified in §258 (b) of the Telecommunications Act of 1996. Either Party shall make authorization available to the other Party upon reasonable requests and at no charge.
- 17.2 Either Party can initiate a challenge to a change in its local exchange service provider. If an End User notifies either Party that the End User requests local exchange service, the Party receiving such request shall be free to immediately provide service to such End User.
- 17.3 When an End User changes or withdraws authorization, each Party will release Customer specific facilities in accordance with the Customers' direction or the End User's authorized agent.
- 17.4 Subject to applicable rules, orders, and decisions, Windstream will provide Communication Opt. with access to Customer Proprietary Network Information ("CPNI") for Windstream End Users upon Communication Opt. providing Windstream a signed Letter of Authorization ("LOA") for Windstream's Customer of record.
- 17.4.1 The Parties agree that they will conform to FCC and/or state regulations regarding the information provided on the LOA, the provisioning of CPNI between the Parties, and regarding the use of that information by the requesting Party.
- 17.4.2 The requesting Party will document End User permission obtained to receive CPNI, whether or not the End User has agreed to change Local Service Providers.
- 17.4.3 CPNI requests will be processed and responded to by each Party in parity. Communication Opt. will provide the same CPNI to Windstream that Windstream provides Communication Opt..
- 17.4.4 If the Parties do not agree that Communication Opt. requested CPNI for a specific End User, or that Windstream has erred in not accepting proof of an LOA, the Parties may immediately request dispute resolution in accordance with General Terms & Conditions, §9.0, Dispute Resolution.
- 17.5 Windstream will only accept an LOA for a Windstream Customer of record. Communication Opt. may not delegate its obligation to obtain written authorization from Windstream's Customer of record to a third party.

18.0 Amendments or Waivers

- 18.1 Except as otherwise provided in this Agreement, no amendment to this Agreement will be effective unless the same is in writing and signed by an authorized representative of each Party. In addition, no course of dealing or failure of a Party strictly to enforce any term, right or condition of this Agreement will be construed as a waiver of such term, right, or condition. The Parties recognize that Windstream is a 2 % Rural Telephone Company and is entitled to all rights afforded 2% Rural Telephone Companies under the Act including, but not limited to, exemptions, suspensions, and modifications under 47 USC § 251(f). This Agreement does not affect, and Windstream does not waive, any rights including, but not limited to, the rights afforded Windstream under 47 USC § 251(f). The Parties enter into this Agreement without prejudice to any positions they have taken previously, or may take in the future in any legislative, regulatory,

other public forum, contract negotiation, or bona fide request, including matters related to the types of arrangements prescribed by this Agreement.

19.0 Authority

19.1 Each person whose signature appears below represents and warrants that they have the authority to bind the Party on whose behalf they executed this Agreement.

20.0 Binding Effect

20.1 This Agreement will be binding on and inure to the benefit of the respective successors and permitted assigns of the Parties.

21.0 Consent

21.1 Where consent, approval, or mutual Agreement is required of a Party, it will not be unreasonably withheld or delayed.

22.0 Expenses

22.1 Except as specifically set out in this Agreement, each Party will be solely responsible for its own expenses involved in all activities related to the subject of this Agreement.

23.0 Headings

23.1 The headings in this Agreement are inserted for convenience and identification only and will not be considered in the interpretation of this Agreement.

24.0 Relationship of Parties

24.1 This Agreement will not establish, be interpreted as establishing, or be used by either Party to establish or to represent their relationship as any form of agency, partnership or joint venture. Neither Party will have any authority to bind the other Party, nor to act as an agent for the other Party unless written authority, separate from this Agreement, is provided. Nothing in the Agreement will be construed as providing for the sharing of profits or losses arising out of the efforts of either or both of the Parties. Nothing herein will be construed as making either Party responsible or liable for the obligations and undertakings of the other Party.

25.0 Conflict of Interest

25.1 The Parties represent that no employee or agent of either Party has been or will be employed, retained, paid a fee, or otherwise received or will receive any personal compensation or consideration from the other Party, or any of the other Party's employees or agents in connection with the arranging or negotiation of this Agreement or associated documents.

26.0 Multiple Counterparts

- 26.1 This Agreement may be executed in multiple counterparts, each of which will be deemed an original but all of which will together constitute but one, and the same document.

27.0 Third Party Beneficiaries

- 27.1 Except as may be specifically set forth in this Agreement, this Agreement does not provide and will not be construed to provide third parties with any remedy, claim, liability, reimbursement, cause of action, or other privilege.

28.0 Regulatory Approval

- 28.1 Each Party agrees to cooperate with the other Party and with any regulatory agency to obtain regulatory approval. During the term of this Agreement, each Party agrees to continue to cooperate with the other Party and any regulatory agency so that the benefits of this Agreement may be achieved.
- 28.2 Upon execution of this Agreement, it shall be filed with the appropriate state regulatory agency pursuant to the requirements of §252 of the Act. If the state regulatory agency imposes any filing(s) or public interest notice(s) regarding the filing or approval of the Agreement, Communication Opt. shall assume sole responsibility in making such filings or notices. All costs associated with the aforementioned filing(s) or notice(s) shall be borne by Communication Opt.. Notwithstanding the foregoing, this Agreement shall not be submitted for approval by the appropriate state regulatory agency unless and until such time as Communication Opt. is duly certified as a local exchange carrier in such state, except as otherwise required by a Commission.

29.0 Trademarks and Trade Names

- 29.1 Each Party warrants that, to the best of its knowledge, the services provided under this Agreement do not or will not violate or infringe upon any patent, copyright, trademark, or trade secret rights of any other persons.
- 29.2 Except as specifically set out in this Agreement, nothing in this Agreement will grant, suggest, or imply any authority for one Party to use the name, trademarks, service marks, or trade names of the other Party for any purpose whatsoever, absent written consent of the other Party.

30.0 Regulatory Authority

- 30.1 Each Party will be responsible for obtaining and keeping in effect all Federal Communications Commission, state regulatory commission, franchise authority and other regulatory approvals that may be required in connection with the performance of its obligations under this Agreement. Each Party will reasonably cooperate with the other Party in obtaining and maintaining any required approvals necessary for fulfilling its obligations under this Agreement.

31.0 Verification Reviews

- 31.1 Subject to each Party's reasonable security requirements and except as may be otherwise specifically provided in this Agreement, either Party may audit the other Party's relevant books,

records and other documents pertaining to services provided under this Agreement once in each Contract Year solely for the purpose of evaluating the accuracy of the other Party's billing and invoicing. Such audit will take place at a time and place agreed on by the Parties no later than sixty (60) days after notice thereof.

- 31.2 The review will consist of an examination and verification of data involving records, systems, procedures and other information related to the services performed by either Party as related to settlement charges or payments made in connection with this Agreement as determined by either Party to be reasonably required. Each Party shall maintain reasonable records for a minimum of twelve (12) months and provide the other Party with reasonable access to such information as is necessary to determine amounts receivable or payable under this Agreement.
- 31.3 Adjustments, credits, or payments shall be made and any corrective action shall commence within thirty (30) days from the Requesting Party's receipt of the final audit report to compensate for any errors or omissions which are disclosed by such audit and are agreed to by the Parties. Audit findings may be applied retroactively for no more than twelve (12) months from the date the audit began. Interest shall not exceed one and one-half (1 ½%) of the highest interest rate allowable by law for commercial transactions shall be assessed and shall be computed by compounding daily from the time of the overcharge, not to exceed twelve (12) months from the date the audit began to the day of payment or credit. Any disputes concerning audit results will be resolved pursuant to the Dispute Resolution procedures described in §9.0 of this Agreement.
- 31.4 Each Party will cooperate fully in any such audit, providing reasonable access to any and all appropriate employees and books, records and other documents reasonably necessary to assess the accuracy of the Party's bills.
- 31.5 Verification reviews will be limited in frequency to once per twelve (12) month period, with provision for staged reviews, as mutually agreed, so that all subject matters are not required to be reviewed at the same time. Verification reviews will be scheduled subject to the reasonable requirements and limitations of the audited Party and will be conducted in a manner that will not interfere with the audited Party's business operations.
- 31.6 The Party requesting a verification review shall fully bear its costs associated with conducting a review. The Party being reviewed will provide access to required information, as outlined in this Section, at no charge to the reviewing Party. Should the reviewing Party request information or assistance beyond that reasonably required to conduct such a review, the Party being reviewed may, at its option, decline to comply with such request or may bill actual costs incurred in complying subsequent to the concurrence of the reviewing Party.
- 31.7 For purposes of conducting an audit pursuant to this Agreement, the Parties may employ other persons or firms for this purpose (so long as said Parties are bound by this Agreement). The Parties will bear their own reasonable expenses associated with the audit.
- 31.8 Information obtained or received by either Party in conducting the audit described in §31.0 shall be subject to the confidentiality provisions of §6.0 of this Agreement, whether or not marked as confidential.

32.0 Complete Terms

- 32.1 This Agreement sets forth the entire understanding and supersedes prior Agreements between the Parties relating to the subject matter contained herein and merges all prior discussions between them, and neither Party shall be bound by any definition, condition, provision, representation, warranty, covenant or promise other than as expressly stated in this Agreement or as is contemporaneously or subsequently set forth in writing and executed by a duly authorized officer or representative of the Party to be bound thereby.

33.0 Cooperation on Preventing End User Fraud

- 33.1 The Parties agree to cooperate with one another to investigate, minimize, and take corrective action in cases of fraud. The Parties' fraud minimization procedures are to be cost-effective and implemented so as not to unduly burden or harm one Party as compared to the other Party.
- 33.2 In cases of suspected fraudulent activity by an End User, at a minimum, the cooperation referenced in the above paragraph will include providing to the other Party, upon request, information concerning End Users who terminate services to that Party without paying all outstanding charges. The Party seeking such information is responsible for securing the End User's permission to obtain such information.

34.0 Notice of Network Changes

- 34.1 The Parties agree to provide each other with reasonable notice consistent with applicable FCC rules of changes in the information necessary for the transmission and routing of services using the other Party's facilities or networks, as well as other changes that affect the interoperability of those respective facilities and networks. Nothing in this Agreement is intended to limit either Party's ability to upgrade or modify its network, including without limitation, the incorporation of new equipment, new software or otherwise so long as such upgrades are not inconsistent with the Parties' obligations under this Agreement.

35.0 Modification of Agreement

- 35.1 If Communication Opt. changes its name or makes changes to its company structure or identity due to a merger, acquisition, transfer or any other reason, it is the responsibility of Communication Opt. to notify Windstream of said change and request that an amendment to this Agreement, if necessary, be executed to reflect said change.

36.0 Responsibility of Each Party

- 36.1 Each Party is an independent contractor, and has and hereby retains the right to exercise full control of and supervision over its own performance of its obligations under this Agreement and retains full control over the employment, direction, compensation and discharge of its employees assisting in the performance of such obligations. Each Party will be solely responsible for all matters relating to payment of such employees, including compliance with social security taxes, withholding taxes and all other regulations governing such matters. Each Party will be solely responsible for proper handling, storage, transport and disposal at its own expense of all (i) substances or materials that it or its contractors or agents bring to create, or assume control over at Work Locations or, (ii) waste resulting from or otherwise generated in connection with its or its contractors' or agents' activities at the Work Locations. Subject to the limitations on liability and except as otherwise provided in this Agreement, each Party will be responsible for (i) its own acts and performance of all obligations imposed by applicable law in connection with its activities, legal status and property, real or personal and, (ii) the acts of its own affiliates, employees, agents and contractors during the performance of the Party's obligations hereunder.

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38.0 Governmental Compliance

- 38.1 Each Party will comply at its own expense with all applicable law that relates to i) its obligations under or activities in connection with this Agreement; of ii) its activities undertaken at, in connection with or relating to Work Locations. The Parties agree to indemnify, defend, (at the other Party's request) and save harmless the other Party, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties, and expenses (including reasonable attorneys' fees) that arise out of or result from i) its failure or the failure of its contractors or agents to so comply or ii) any activity, duty or status of it or its contractors or agents that triggers any legal obligation to investigate or remediate environmental contamination.

39.0 Responsibility for Environmental Contamination

- 39.1 Communication Opt. will in no event be liable to Windstream for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Communication Opt. did not introduce to the affected work location. Windstream will indemnify, defend (at Communication Opt.'s request) and hold harmless Communication Opt., each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from (i) any Environmental Hazard that Windstream, its contractors or agents introduce to the Work Locations or (ii) the presence or release of any Environmental Hazard for which Windstream is responsible under applicable law.
- 39.2 Windstream will in no event be liable to Communication Opt. for any costs whatsoever resulting from the presence or release of any Environmental Hazard that Windstream did not introduce to the affected work location. Communication Opt. will indemnify, defend (at Windstream's request) and hold harmless Windstream, each of its officers, directors and employees from and against any losses, damages, claims, demands, suits, liabilities, fines, penalties and expenses (including reasonable attorneys' fees) that arise out of or result from i) any Environmental Hazard that Communication Opt., its contractors or agents introduce to the Work Locations or ii) the presence or release of any Environmental Hazard for which Communication Opt. is responsible under applicable law.

40.0 Subcontracting

- 40.1 If a Party through a subcontractor performs any obligation under this Agreement, such Party will remain fully responsible for the performance of this Agreement in accordance with its terms, including any obligations either Party performs through subcontractors, and each Party will be solely responsible for payments due the Party's subcontractors. No subcontractor will be deemed a third party beneficiary for any purposes under this Agreement. Any subcontractor who gains access to Confidential Information covered by this Agreement will be required by the subcontracting Party to protect such Confidential Information to the same extent the subcontracting Party is required to protect the same under the terms of this Agreement.

41.0 Referenced Documents

- 41.1 Whenever any provision of this Agreement refers to a technical reference, technical publication, any publication of telecommunications industry administrative or technical standards, Windstream handbooks and manuals, or any other document specifically incorporated into this Agreement, it will be deemed to be a reference to the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document that is in effect, and will include the most recent version or edition (including any amendments, supplements, addenda, or successors) of each document incorporated by reference in such a technical reference, technical publication, or

publication of industry standards. However, if such reference material is substantially altered in a more recent version to significantly change the obligations of either Party as of the Effective Date of this Agreement and the Parties are not in Agreement concerning such modifications, the Parties agree to negotiate in good faith to determine how such changes will impact performance of the Parties under this Agreement, if at all. Until such time as the Parties agree, the provisions of the last accepted and unchallenged version will remain in force.

42.0 Severability

- 42.1 If any term, condition or provision of this Agreement is held to be invalid or unenforceable for any reason, such invalidity or unenforceability will not invalidate the entire Agreement, unless such construction would be unreasonable. The Agreement will be construed as if it did not contain the invalid or unenforceable provision or provisions, and the rights and obligations of each Party will be construed and enforced accordingly; provided, however, that in the event such invalid or unenforceable provision or provisions are essential elements of this Agreement and substantially impair the rights or obligations of either Party, the Parties will promptly negotiate a replacement provision or provisions. If impasse is reached, the Parties will resolve said impasse under §9.0, Dispute Resolution.

43.0 Survival of Obligations

- 43.1 Any liabilities or obligations of a Party for acts or omissions prior to the cancellation or termination of this Agreement, any obligation of a Party under the provisions regarding indemnification, Confidential Information, limitations on liability, and any other provisions of this Agreement which, by their terms, are contemplated to survive (or to be performed after) termination of this Agreement, will survive cancellation or termination thereof.

44.0 Governing Law

- 44.1 This Agreement shall be governed by and construed in accordance with federal law, the Act, and the FCC's Rules and Regulations, except insofar as state law may control any aspect of this Agreement, in which case the domestic laws of Ohio, without regard to its conflicts of laws principles, shall govern. The Parties submit to personal jurisdiction in Ohio.

45.0 Other Obligations of Communication Opt.

- 45.1 To establish service and provide efficient and consolidated billing to Communication Opt., Communication Opt. is required to provide a CLEC Profile, which includes its authorized and nationally recognized Operating Company Number ("OCN"), to establish Communication Opt.'s billing account. Communication Opt. will be provided with a billing account number ("BAN") for each CLEC Profile submitted. Communication Opt. will pay Windstream \$380.00 for the establishment of each billing account number ("BAN").
- 45.2 Communication Opt. shall use Windstream's electronic operations support system access platform (Windstream Express) to submit orders and requests for maintenance and repair of services, and to engage in other pre-ordering, ordering, provisioning, maintenance and repair transactions and billing disputes for resale services. If Windstream Express is not available, Communication Opt. shall use such other processes as Windstream has made available for performing such transaction (including, but not limited, to submission of orders by telephonic facsimile transmission and placing trouble reports by voice telephone transmission). If Communication Opt. chooses to submit orders, requests for maintenance and repair of services and resale billing disputes

manually, when Windstream's electronic operations support system access platform (Windstream Express) is available, Communication Opt. will pay a manual order charge as reflected in the applicable Windstream tariff.

- 45.3 Communication Opt. represents and covenants that it will only use Windstream Express pursuant to this Agreement for services related to UNEs, resold services or other services covered by this Agreement, for which this Agreement contains explicit terms, conditions and rates and will not provide its access to a third party.
- 45.4 A service order processing charge (Service Order Charge), listed in Appendix B, will be applied to each service order issued by Windstream to process a request for installation, disconnection, rearrangement, or changes to orders or existing service pursuant to this Agreement.

46.0 Customer Inquiries

- 46.1 Each Party will refer all questions regarding the other Party's services or products directly to the other Party at a telephone number specified by that Party.
- 46.2 Each Party will ensure that all of their representatives who receive inquiries regarding the other Party's services or products: (i) provide the numbers described in §15.2.1; and (ii) do not in any way disparage or discriminate against the other Party or its services or products.

47.0 Disclaimer of Warranties

- 47.1 **EXCEPT AS OTHERWISE SPECIFICALLY PROVIDED IN THIS AGREEMENT, NEITHER PARTY MAKES ANY REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY WARRANTY AS TO MERCHANTABILITY OR FITNESS FOR INTENDED OR PARTICULAR PURPOSE WITH RESPECT TO SERVICES PROVIDED HEREUNDER. ADDITIONALLY, NEITHER PARTY ASSUMES ANY RESPONSIBILITY WITH REGARD TO THE CORRECTNESS OF DATA OR INFORMATION SUPPLIED BY THE OTHER PARTY WHEN THIS DATA OR INFORMATION IS ACCESSED AND USED BY A THIRD PARTY.**

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53.0 Definitions and Acronyms

53.1 Definitions

For purposes of this Agreement, certain terms have been defined in Attachment 20: Definitions and elsewhere in this Agreement to encompass meanings that may differ from, or be in addition to, the normal connotation of the defined word. Unless the context clearly indicates otherwise, any term defined or used in the singular will include the plural. The words "will" and "shall" are used interchangeably throughout this Agreement and the use of either connotes a mandatory requirement. The use of one or the other will not mean a different degree of right or obligation for either Party. A defined word intended to convey its special meaning is capitalized when used.

53.2 Acronyms

Other terms that are capitalized and not defined in this Agreement will have the meaning in the Act. For convenience of reference only, Attachment 21: Acronyms provides a list of acronyms used throughout this Agreement.

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57.0 Other Requirements and Attachments

57.1 This Agreement incorporates a number of listed Attachments, which, together with their associated Appendices, Exhibits, and Addenda, constitute the entire Agreement between the Parties.

57.1.1 Each Party agrees that if at anytime a discrepancy arises between the General Terms and Conditions and one of the Attachments, the Attachments will control.

57.1.2 Appended to this Agreement and incorporated herein are the Attachments listed below. To the extent that any definitions, terms or conditions in any given Attachment differ from those contained in the main body of this Agreement, those definitions, terms or conditions will supersede those contained in the main body of this Agreement, but only in regard to the services or activities listed in that particular Attachment. In particular, if an Attachment contains a term length that differs from the term length in the main body of this Agreement, the term length of that Attachment will control the length of time that services or activities are to occur under the Attachment, but will not affect the term length of other attachments.

Attachment 2: Resale

Attachment 4: Network Interconnection Architecture

Attachment 6: Unbundled Network Elements

Attachment 7: Collocation

Attachment 12: Compensation

Attachment 13: Numbering

Attachment 14: Number Portability

Attachment 18: Performance Measures
Attachment 19: Bona Fide Request (BFR) Process
Attachment 20: Definitions
Attachment 21: Acronyms
Appendix A: Billing Dispute Form
Appendix B: Price List

IN WITNESS WHEREOF, the Parties hereto have caused this Agreement to be executed as of this 6 day of May, 2011.

Communication Options, Inc.

Windstream Ohio, Inc.

Stephen K. Vogelmeier
Print Name

Cesar Caballero
Print Name

[Signature] 5-6-2011
Sign Name: Date

[Signature] 5/6/2011
Sign Name: Date

President
Position/Title

VP - Regulatory Strategy
Position/Title

Communication Options, Inc.

Windstream Ohio, Inc.

ATTACHMENT 1: INTENTIONALLY LEFT BLANK

ATTACHMENT 2: RESALE

All services made available to Communication Opt. by Windstream for resale by Communication Opt. pursuant to the Agreement (Resale Services) will be subject to the terms and conditions set forth in the Agreement and in this Attachment 2: Resale.

1.0 General Provisions

- 1.1 Resale Services will be made available to Communication Opt. by Windstream.
- 1.2 The applicable rules, regulations and rates in the Windstream Local Exchange Tariff shall be applicable to Resale Services and to the extent of conflict herewith this Agreement shall control.
- 1.3 Communication Opt. will be the Customer of record for all services purchased from Windstream, pursuant to this Agreement. Except as specified herein, Windstream will take service orders from, bill and collect payment from Communication Opt. for all services purchased pursuant to this Agreement.
- 1.4 Communication Opt. will be Windstream's single point of contact for all services purchased pursuant to this Agreement.
- 1.5 Communication Opt. may resell Windstream services only within the Windstream local service area as specified in the appropriate Windstream tariff.
- 1.6 Except where otherwise explicitly provided in the Windstream Local Exchange Tariff, Communication Opt. shall not permit the sharing of a service by multiple End Users or the aggregation of traffic from multiple End Users onto a single service.
- 1.7 Communication Opt. shall resell telecommunications services only to the same class of Customers to which Windstream sells the services; e.g. residential service may not be resold to business Customers.
- 1.8 Communication Opt. shall not use a resold service to avoid the rates, terms and conditions of Windstream's Local Exchange Tariff, as applicable.
- 1.9 Communication Opt. shall not use resold local exchange telephone service to provide access services to Interexchange Carriers (IXCs), wireless carriers, competitive access providers (CAPs), or other telecommunication service providers.
- 1.10 Subject to the availability of facilities, Windstream shall provide Resale Services to Communication Opt. pursuant to this Agreement.
- 1.11 Communication Opt. has no right to the telephone number or any other call number designation associated with services furnished by Windstream, and no right to the continuance of service through any particular central office or number. Windstream reserves the right to change numbers or the central office designation associated with such numbers, or both, whenever Windstream deems it necessary to do so in the conduct of its business.
- 1.12 Service is furnished to Communication Opt. on the condition that it will not be used for any unlawful purpose.
- 1.13 Service will be discontinued if any law enforcement agency advises that the service is being used in violation of the law.

- 1.14 Windstream can refuse service when it has grounds to believe that service will be used in violation of the law.
- 1.15 Windstream accepts no responsibility for any unlawful act committed by Communication Opt. or its End Users as part of providing service to Communication Opt. for purposes of resale or otherwise.
- 1.16 Windstream is authorized, but not required to cooperate with law enforcement agencies with respect to their investigation of any alleged unlawful activity of Communication Opt. or its End Users. Law enforcement agency subpoenas and court orders regarding the End Users of Communication Opt. will be directed to Communication Opt.. Windstream shall be entitled to bill Communication Opt. for any cost associated with complying with any requests by law enforcement agencies regarding Communication Opt. or Communication Opt.'s End Users.
- 1.17 White Page Directory Services shall be provided as set forth in Section 10 of Attachment 2 Directories: White Pages.
- 1.18 Interexchange carried traffic (e.g. sent-paid, information services and alternate operator services messages) received by Windstream with respect to Communication Opt. end-user accounts will be returned to the IXC as unbillable, and will not be passed on to Communication Opt. for billing. An unbillable code returned with those messages to the carrier will indicate that the messages originated from a resold account and will not be billed by Windstream.
- 1.19 All necessary information with respect to an end-user, including telephone number, requested service dates, and products and services desired will be provided to Windstream by Communication Opt. in accordance with the practices and procedures established by Windstream.
- 1.20 Except as otherwise provided in this Agreement, if Windstream notifies Communication Opt. in writing of a violation of a provision of this Agreement, Communication Opt. shall have thirty (30) days from notice to correct the violation and notify Windstream in writing that the violation has been corrected.
- 1.21 Windstream shall continue to have the right to serve and market directly to any End User within Windstream's service area, including but not limited to Communication Opt.'s End Users. Windstream shall have the right to continue to directly market its own telecommunications products and services, and in doing so may establish independent relationships with Communication Opt.'s End Users.
- 1.22 Communication Opt. shall not interfere with the right of any person or entity to obtain service directly from Windstream.
- 1.23 The circuits, facilities or equipment provided by any person or entity other than Windstream and use, operation, maintenance or installation thereof shall not:
 - 1.23.1 interfere with or impair service over any facilities of Windstream, its affiliates, or its connecting and concurring carriers involved in its service;
 - 1.23.2 cause damage to plant;
 - 1.23.3 impair the privacy of any communications; or
 - 1.23.4 create hazards to any employees or the public.
- 1.24 Communication Opt. assumes the responsibility of notifying Windstream regarding any less than standard operations with respect to services provided by Communication Opt..

- 1.25 Facilities and/or equipment utilized by Windstream to provide service to Communication Opt. shall remain the property of Windstream.
- 1.26 Windstream will provide Proprietary Network Information ("CPNI") to Communication Opt., only after Communication Opt. has provided to Windstream a signed Letter(s) of Authorization ("LOA") from the relevant Customer. Windstream may provide CPNI to Communication Opt. via Windstream Express.
- 1.27 All costs incurred by Windstream for providing services to Communication Opt. that are not covered in the Windstream tariffs shall be recovered from Communication Opt. for utilizing such services.
- 1.28 The Parties agree that this Agreement shall not be proffered by either Party in another jurisdiction or proceeding as evidence of any concession or as a waiver of any position taken by the other Party in that jurisdiction or for any other purpose.
- 1.29 The rates applicable to Communication Opt. for purchase of services from Windstream for resale shall be the retail rate for the telecommunications services as provided in Windstream's applicable Local Exchange Tariff.

2.0 General Obligations

- 2.1 Windstream shall attempt to implement Communication Opt. service orders within the same time intervals that Windstream uses to implement service orders for similar services for its own End Users.
- 2.2 The appropriate Windstream trouble reporting centers shall accept Communication Opt. trouble reports with respect to Communication Opt. End Users services 24 hours a day, 7 days a week. Communication Opt. will be assigned a Customer contact center when initial service Agreements are made. Communication Opt. End Users calling Windstream will be referred to Communication Opt. at the number provided by Communication Opt..
- 2.3 If Windstream determines that an unauthorized change in local service by a local service provider has occurred, Windstream will reestablish service with the appropriate local service provider, and will assess against the local service provider an unauthorized change charge similar to that described in the Windstream F.C.C. Tariff No. 1. Appropriate nonrecurring charges, as set forth in the Local Exchange Tariff as applicable, will also be assessed to the local service provider.
- 2.4 To the extent allowable by law, Communication Opt. shall be responsible for Primary Interexchange Carrier (PIC) change charges associated with such local exchange line. These charges will be assessed regardless if the Communication Opt. or the End User made the change. Communication Opt. shall pay for PIC changes at the tariffed rate.
- 2.5 Communication Opt. shall resell the services provided herein only in those service areas in which such Resale Services or any feature or capability thereof are offered at retail by Windstream as the incumbent local exchange carrier to its End Users.
- 2.6 Communication Opt. is solely responsible for the payment of charges for all service furnished under this Agreement, including, but not limited to, calls originated or accepted at Communication Opt. location and its End Users' service locations, with the exception of any retail services provided directly by Windstream to the End User which Windstream is responsible for billing.
- 2.7 Windstream shall not be responsible for the manner in which the use of Resale Services or the associated charges are billed to others by Communication Opt.. All applicable rates and charges for such services will be billed to and shall be the responsibility of Communication Opt., with the exception of other retail services provided directly to the End User by Windstream as described in paragraph 2.6 above.

- 2.8 If Communication Opt. does not wish to be responsible for toll, collect, third number billed, 900 and 976 calls, Communication Opt. must order blocking services as outlined in the Windstream Local Exchange Tariff and pay any applicable charges.
- 2.9 Communication Opt. shall be responsible for providing to its End Users, and to Windstream a telephone number or numbers that Communication Opt. End Users can use to contact Communication Opt. in the event of service or repair requests. In the event that Communication Opt. End Users contact Windstream with regard to such requests, Windstream shall provide the End User Communication Opt.'s contact number and inform the End User to contact Communication Opt..

3.0 Establishment of Service

- 3.1 Upon receiving the applicable certification from the appropriate state regulatory agency, Communication Opt. will provide Windstream with the necessary documentation to enable Windstream to establish a master account for Communication Opt.. Such documentation shall include, but is not limited to, the Application for Master Account, proof of authority to provide telecommunications services, an Operating Company Number ("OCN") assigned by the National Exchange Carriers Association ("NECA"), and a tax exemption certificate, if applicable. When necessary deposit requirements are met, Windstream will begin taking orders from Communication Opt. for Resale Services.
- 3.2 Communication Opt. will be charged a Master Account Establishment charge of \$380.00. The Master Account Establishment charge is a one-time charge that will be applied for the establishment of each Billing Account Number ("BAN").
- 3.3 Service orders will be submitted in the format designated in Windstream handbooks and manuals.
- 3.4 When Windstream receives notification from Communication Opt. that a current Windstream Customer will be subscribing to Communication Opt.'s services, standard service order intervals for the appropriate class of service will apply.
- 3.5 Except as required by applicable laws or rules, Windstream will not require End User confirmation prior to establishing service for Communication Opt.'s Customers. Communication Opt. must, however, be able to demonstrate End User authorization upon request.
- 3.6 Communication Opt. will be the single point of contact with Windstream for all subsequent ordering activity resulting in additions or changes to Resale Services, except that Windstream will accept a request directly from the End User for conversion of the End User's service from Communication Opt. to Windstream, or will accept a request from another local service provider for conversion of the End User's service from Communication Opt. to the other local service provider.
- 3.7 Windstream will provide Communication Opt. at their request per Customer, blocking of calls (e.g., toll, 900, international calls, and third party or collect calls) by line or trunk on an individual switching element basis, to the extent that Windstream provides such blocking capabilities to its Customers and to the extent required by law.
- 3.8 When ordering Resale Services via a service order, Communication Opt. may where available, order from Windstream separate InterLATA and IntraLATA service providers (i.e., two PICs) on a line or trunk basis where IntraLATA presubscription has been introduced. Windstream will accept PIC change orders for IntraLATA and long distance services through the Windstream service provisioning process.

- 3.9 Windstream will provide order format specifications to Communication Opt. with respect to all services, features, and functions available and with respect to ancillary data required by Windstream to provision these services through Windstream manuals and handbooks.

4.0 Maintenance of Services

- 4.1 Windstream's facilities and equipment provided by Windstream shall be maintained by Windstream.
- 4.2 Windstream will attempt to provide maintenance for all Resale Services ordered under this Agreement at levels equal to the maintenance provided by Windstream in serving its Customers. Windstream technicians will attempt to provide repair service on Resale Services that is at least equal in quality to that provided to Windstream Customers; trouble calls from Communication Opt. will receive response time and priorities that are at least equal to that of Windstream Customers.
- 4.3 Communication Opt. or its End Users may not rearrange, move, disconnect, remove or attempt to repair any facilities owned by Windstream, other than by connection or disconnection to any interface means used, without the written consent of Windstream.
- 4.4 Communication Opt. shall promptly notify Windstream of any situations that arise that may result in a service problem.
- 4.5 Communication Opt. will be Windstream's single point of contact for all repair calls on behalf of Communication Opt.'s End Users with respect to Resale Services. All misdirected repair calls to Windstream from Communication Opt. Customers will be given a recording (or live statement) directing them to call the number designated by Communication Opt.. Communication Opt. on a reciprocal basis will refer all misdirected repair calls that Communication Opt. receives for Windstream Customers to Windstream.
- 4.6 Communication Opt. will contact the appropriate Windstream repair center in accordance with procedures established by Windstream. Communication Opt. will refer repair calls to Windstream via Windstream Express.
- 4.7 For all repair requests, Communication Opt. shall adhere to Windstream's prescreening guidelines prior to referring the trouble to Windstream.
- 4.8 For purposes of this Section, Resale Services is considered restored or a trouble resolved when the quality of Resale Services is equal to that provided before the outage or the trouble occurred.
- 4.9 Windstream will bill Communication Opt. for handling troubles that are found not to be in Windstream's network pursuant to its standard time and material charges. The standard time and material charges will be no more than what Windstream charges to its retail Customers for the same services.
- 4.10 Windstream will provide Communication Opt. with written escalation procedures for maintenance resolution to be followed if, in Communication Opt.'s judgment, any individual trouble ticket or tickets are not resolved in a timely manner. The escalation procedures to be provided thereunder shall include names and telephone numbers of Windstream management personnel who are responsible for maintenance issues.
- 4.11 Windstream Maintenance of Service Charges, when applicable, will be billed by Windstream to Communication Opt., and not to Communication Opt.'s end-user Customers.

- 4.12 Dispatching of Windstream technicians to Communication Opt. Customer premises shall be accomplished by Windstream pursuant to a request received from Communication Opt..
- 4.13 When a Windstream employee visits the premises of a Communication Opt. local Customer, the Windstream employee will inform the Customer or occupant, directly or indirectly, that he or she is there acting on behalf of "their local service provider". Materials left at the Customer premises (e.g., a door hanger notifying the Customer of the service visit) must also inform the Customer that Windstream was on their premises acting on behalf of "their local service provider".
- 4.14 If trouble cannot be cleared without access to Communication Opt. local Customer's premises and the Customer is not at home, the Windstream technician will leave at the Customer's premises a non-branded "no access" card requesting the Customer to call "their local service provider" for rescheduling of repair.
- 4.15 Windstream reserves the right, but is not required, to contact Communication Opt.'s Customers for any lawful purpose.
- 4.16 Windstream will perform testing (including trouble shooting to isolate any problems) of Resale Services purchased by Communication Opt. in order to identify any new circuit failure performance problems.

5.0 Discontinuance of Service

5.1 End User Disconnect Procedures

- 5.1.1 At the request of Communication Opt., Windstream will disconnect a Communication Opt. Customer.
- 5.1.2 All requests by Communication Opt. for denial or disconnection of an End User for nonpayment must be provided to Windstream in writing in the manner and format prescribed by Windstream.
- 5.1.3 Communication Opt. will be solely responsible for notifying the End User of the proposed disconnection of service.
- 5.1.4 Upon restoration of the End User's service, charges will apply and will be the responsibility of Communication Opt..
- 5.1.5 Windstream will continue to process calls made to Windstream for annoyance calls and will advise Communication Opt. when it is determined that annoyance calls are originated from one of their End User's locations. Windstream shall be indemnified, defended and held harmless by Communication Opt. against any claim, loss or damage arising from providing this information to Communication Opt.. It is the responsibility of Communication Opt. to take the corrective action necessary with its Customers who make annoying calls. Failure to do so will result in Windstream's disconnecting the End User's service.

6.0 Dispute Resolution

6.1 Notice of Disputes

Notice of a valid contractual dispute must be made through the Windstream Express System's billing dispute form, specifically documenting the nature of the dispute, and must include a detailed description of the underlying dispute (the "Billing Dispute"). Billing Disputes must be

submitted via Windstream Express, on the billing dispute form or the dispute will not be accepted as a valid Billing Dispute and therefore denied by the billing Party. The billing dispute form must be completed with all fields populated by the disputing Party or the form will be denied by the billing Party.

6.1.1 Billing Disputes

The billing dispute form must be complete, with all fields populated with the required information for the billable element in dispute. If the billing dispute form is not complete with all information, the dispute will be denied by the billing Party. After receipt of a completed billing dispute form, the billing Party will review to determine the accuracy of the Billing Dispute. If the billing Party determines the dispute is valid, the billing Party will credit the disputing Party's bill within thirty (30) calendar days of receipt of the Billing Dispute. If the billing Party determines the Billing Dispute is not valid, the disputing Party may escalate the dispute as outlined in Section 6.1.1.1.

6.1.1.1 Resolution of the dispute is expected to occur at the first level of management, resulting in a recommendation for settlement of the dispute and closure of a specific billing period. If the issues are not resolved within the allotted time frame, the following resolution procedure will be implemented:

6.1.1.1.1 If the dispute is not resolved within thirty (30) calendar days of receipt of the billing dispute form, the dispute will be escalated to the second level of management for each of the respective Parties for resolution. If the dispute is not resolved within sixty (60) calendar days of the notification date, the dispute will be escalated to the third level of management for each of the respective Parties for resolution.

6.1.1.1.2 If the dispute is not resolved within ninety (90) calendar days of the receipt of the billing dispute form, the dispute will be escalated to the fourth level of management for each of the respective Parties for resolution.

6.1.1.1.3 Each Party will provide to the other Party an escalation list for resolving Billing Disputes. The escalation list will contain the name, title, phone number, fax number and email address for each escalation point identified in this section 6.1.1.1.

6.1.1.1.4 If the dispute is not resolved within one hundred twenty (120) days of receipt of the billing dispute form or either Party is not operating in good faith to resolve the dispute, the Formal Dispute Resolution process, outlined in section 6.4, may be invoked.

6.1.1.2 If the disputing Party disputes charges and the dispute is resolved in favor of the disputing Party, the billing Party shall credit the bill of the disputing Party for the amount of the disputed charges by the next billing cycle after the resolution of the dispute.

6.1.1.3 Claims by the disputing Party for damages of any kind will not be considered a Bona Fide Dispute for purposes of this subsection 6.1.1.

6.1.1.4 Any credits due to the disputing Party resulting from the Billing Dispute process will be applied to the disputing Party's account by the billing Party immediately upon resolution of the dispute.

6.1.1.5 Neither Party shall bill the other Party for charges incurred more than twelve (12) months after the service is provided to the non-billing Party.

6.1.2 All Other Disputes

All other disputes (*i.e.*, contractual disputes) shall be valid only if reasonable within the scope of this Agreement, and the applicable statute of limitations shall govern such disputes.

6.2 Alternative to Litigation

6.2.1 The Parties desire to resolve disputes arising out of this Agreement without litigation. Accordingly, except for action seeking a temporary restraining order, an injunction, or similar relief from the PUC related to the purposes of this Agreement, or suit to compel compliance with this Dispute Resolution process, the Parties agree to use the following Dispute Resolution procedure with respect to any controversy or claim arising out of or relating to this Agreement or its breach.

6.3 Informal Resolution of Disputes

In the case of any dispute and upon receipt of the billing dispute form each Party will appoint a duly authorized representative knowledgeable in telecommunications matters, to meet and negotiate in good faith to resolve any dispute arising under this Agreement. The location, form, frequency, duration, and conclusion of these discussions will be left to the discretion of the representatives. Upon Agreement, the representatives may, but are not obligated to, utilize other alternative dispute resolution procedures to assist in the negotiations. Discussions and the correspondence among the representatives for purposes of settlement are exempt from discovery and production and will not be admissible in any lawsuit without the concurrence of both Parties. Documents identified in or provided with such communications, which are not prepared for purposes of the negotiations, are not so exempted and, if otherwise admissible, may be admitted in evidence in the lawsuit. Unless otherwise provided herein, or upon the Parties' Agreement, either Party may invoke formal dispute resolution procedures or other procedures as appropriate, not earlier than thirty (30) days after the date of the billing dispute form, provided the Party invoking the formal dispute resolution process has in good faith negotiated, or attempted to negotiate, with the other Party.

6.4 Formal Dispute Resolution

- 6.4.1 The Parties agree that all unresolved disputes arising under this Agreement may be submitted to PUC for resolution in accordance with its dispute resolution process and the outcome of such process will be binding on the Parties, subject to any right to appeal a decision reached by the PUC under applicable law.
- 6.4.2 If the PUC does not have or declines to accept jurisdiction over any dispute arising under this Agreement, either Party may proceed with any remedy available to it pursuant to law, equity or agency mechanisms
- 6.4.3 Each Party shall bear its own costs of these procedures unless the Ohio PSC or other presiding authority, if any, rules otherwise. A Party seeking discovery shall reimburse the responding Party for the costs of production of documents (including search time and reproduction costs).

6.5 Conflicts

6.5.1 The Parties agree that the Dispute Resolution procedures set forth in this Agreement are not intended to conflict with applicable requirements of the Act or the state commission with regard to procedures for the resolution of disputes arising out of this Agreement and

do not preclude a Party from seeking relief under applicable rules or procedures of the PUC.

7.0 Termination of Service to Communication Opt.

- 7.1 Windstream reserves the right to suspend or terminate service for nonpayment or in the event of prohibited, unlawful or improper use of facilities or service, abuse of facilities, or any other violation or noncompliance by Communication Opt. of the rules and regulations of the Windstream Local Exchange Tariff.
- 7.2 Disputes hereunder shall be resolved in accordance with the procedures identified in § 6.0 Dispute Resolution. Failure of Communication Opt. to pay charges owed to Windstream shall be grounds for termination under this Agreement
- 7.3 Failure of Communication Opt. to pay all charges, including disputed amounts, shall be grounds for suspension or termination of this Agreement. If Communication Opt. fails to pay when due, all charges billed to Communication Opt. under this Agreement, and any portion of such charges remain unpaid more than fifteen (15) days after the due date of such charges, Windstream will notify Communication Opt. in writing that in order to avoid having service disconnected and or suspension of order acceptance, Communication Opt. must remit all charges to Windstream within fifteen (15) days after receipt of said notice (the "Embargo Notice").
- 7.4 If any Communication Opt. charges remain unpaid at the conclusion of the time period as set forth in § 7.3 above (15 days from the due date of such unpaid charges), Windstream will notify Communication Opt., (the "Disconnect Notice") and the appropriate commission(s) in writing, pursuant to state public service commission's rules and regulations, that Communication Opt.'s service will be disconnected and Communication Opt.'s End Users may be switched to Windstream local service and Windstream will suspend order acceptance. Applicable service establishment charges for switching End Users from Communication Opt. to Windstream will be assessed to Communication Opt.. In the case of such discontinuance, all billed charges, as well as applicable termination charges, shall become due. If Windstream does not discontinue the provision of the services involved on the date specified in the fifteen (15) day Embargo Notice, and Communication Opt.'s noncompliance continues, nothing contained herein shall preclude Windstream's right to discontinue the provisions of the services to Communication Opt. without further notice.
- 7.5 Within five (5) calendar days of the transfer to Windstream's service, (30 days past Communication Opt.'s due date), Windstream will notify all affected End Users that because of a Communication Opt.'s failure to pay all charges, their service is now being provided by Windstream.
- 7.6 After disconnect procedures have begun, Windstream will not accept service orders from Communication Opt. until all charges are paid in full, in immediately available funds. Windstream will have the right to require a deposit equal to three (3) months charges (based on the highest previous month of service from Windstream) prior to resuming service to Communication Opt. after disconnect for nonpayment.
- 7.7 Beyond the specifically set out limitations in this Section, nothing herein will be interpreted to obligate Windstream to continue to provide service to any such End Users or to limit any and all disconnection rights Windstream may have with regard to such End Users.

8.0 Billing and Payments

- 8.1 Pursuant to this Agreement, Windstream shall bill Communication Opt. those charges, which Communication Opt. incurs as a result of Communication Opt. purchasing Resale Services from Windstream.
- 8.2 Windstream shall provide Communication Opt. a monthly bill including all charges incurred by and credits and/or adjustments due to Communication Opt. for the Resale Services ordered, established, utilized, discontinued or performed pursuant to this Agreement. Each bill provided by Windstream to Communication Opt. will include:
- 8.2.1 all non-usage sensitive charges incurred for the period beginning with the day after the current bill date and extending to, and including, the next bill date;
 - 8.2.2 any known unbilled non-usage sensitive charges for prior periods;
 - 8.2.3 unbilled usage sensitive charges for the period beginning with the last bill date and extending up to, but not including, the current bill date; and
 - 8.2.4 any known unbilled usage sensitive charges for prior periods. Windstream will also bill all charges, including but not limited to 911 and E911 charges, telecommunications relay charges, and franchise fees, to Communication Opt..
- 8.3 Any switched access charges associated with Interexchange carrier access to the resold local exchange lines will be billed by, and due Windstream from the Interexchange Carrier.
- 8.4 All End User common line (EUCL) charges, subscriber line charges (SLC), or other similar charges will continue to apply for each local exchange line resold under this Agreement. All applicable federal and state rules, tariffs and regulations associated with such charges shall be applicable, as may be amended from time to time.
- 8.5 Each Party will provide the other Party at no charge a contact person for the handling of any Resale Billing questions or problems.
- 8.6 Windstream will render bills each month on established bill days for each of Communication Opt.'s accounts.
- 8.7 If Communication Opt. requests an additional copy(s) of a bill, Communication Opt. will pay Windstream a reasonable fee per additional bill copy, unless such copy(s) was requested due to errors, omissions, or corrections, or the failure of the original transmission to comply with the specifications set forth in this Agreement.
- 8.8 Payment of all charges will be the responsibility of Communication Opt.. Communication Opt. shall make payment to Windstream for all Resale Services billed. Windstream is not responsible for payments not received by Communication Opt. from Communication Opt.'s Customer. Windstream will not become involved in Billing Disputes that arise between Communication Opt. and its Customer. Payments made to Windstream, as payment on account, will be credited to an accounts receivable master account and not to an End User's account.
- 8.9 Payment of all charges will be due within thirty (30) days of the invoice date and payable in immediately available funds. Payment is considered to have been made when received by Windstream.

9.0 Customer Usage Data

- 9.1 Usage Data with respect to End Users will be provided by Windstream to Communication Opt. when the End User has been transferred to Communication Opt., and Communication Opt. purchases Resale Services from Windstream.
- 9.2 Windstream will provide usage data for Communication Opt. Customers using Windstream-provided Resale Services. Usage Data includes, but is not limited to, the following categories of information:
 - 9.2.1 All record types that are currently processed for Windstream Customers.
 - 9.2.2 Use of CLASS/ Custom Features;
 - 9.2.3 Station level detail for Windstream - provided CENTREX families of services; and
 - 9.2.4 Complete call detail and complete timing information for Resale Services;
- 9.3 Windstream will provide Usage Data for completed calls only for service offerings that Windstream records for itself (e.g., Local Measured Services) and recordings performed on the behalf of Windstream for operator services and directory assistance.
- 9.4 Windstream will provide Usage Data to Communication Opt. only for Communication Opt. Customers. Windstream will not submit other carriers' local usage data as part of the Communication Opt. Usage Data.
- 9.5 Windstream will provide Usage Data in EMI format.
- 9.6 Windstream will include the Working Telephone Number (WTN) of the call originator on each EMI call record.
- 9.7 Customer usage records and station level detail records will be in packs in accordance with EMI guidelines.
- 9.8 Windstream will transmit formatted Usage Data to Communication Opt. via CONNECT: Direct or as otherwise agreed to by the Parties. Communication Opt. is responsible for the connection.
- 9.9 Communication Opt. and Windstream will test and certify the CONNECT: Direct interface to ensure the accurate transmission of Usage Data. Communication Opt. will pay to Windstream a per message charge for Windstream's transmission of usage data to Communication Opt..
- 9.10 Windstream will provide Usage Data to Communication Opt. daily (Monday through Friday) on a time schedule to be determined by the Parties. By mutual Agreement of both Parties, this schedule can be amended with thirty (30) days written notice.
- 9.11 Windstream will establish a single point of contact to respond to Communication Opt. call usage, data error, and record transmission inquiries.
- 9.12 Windstream will bill and Communication Opt. will pay the applicable charges for Usage Data set forth in this Agreement. Billing and payment will be in accordance with the applicable terms and conditions set forth in this Agreement.

10.0 Directories: White Pages

10.1 Introduction

- 10.1.1 Windstream obtains the publication of White Pages directories (White Pages) from a third party publisher for geographic areas in which Communication Opt. may also

provide local exchange telephone service, and Communication Opt. wishes to include listings information for its Customers in the appropriate White Pages directories.

- 10.1.2 Windstream will include Communication Opt.'s Customer listings in the appropriate White Pages directory in accordance with § 10.2 Resale as specified in this Section. The Parties agree that § 10.2 Resale shall be applicable to Customers which Communication Opt. serves through a Resale Agreement.
- 10.1.3 Any references in this Section to Windstream procedures, practices, requirements, or words of similar meaning, shall also be construed to include those of Windstream's contractors that produce directories on its behalf.
- 10.1.4 A service order processing charge (Service Order Charge) will be applied to each service order issued by Communication Opt. for Windstream to process a directory listing request or change to an existing directory listing.

10.2 Service Provided - Resale

- 10.2.1 Windstream will include in appropriate White Pages directories the primary alphabetical listings of all Communication Opt. Customers (other than non-published or non-list Customers) located within the local directory area.
- 10.2.2 Communication Opt. will furnish to Windstream subscriber listing information pertaining to Communication Opt. Customers located within the Windstream local directory area, along with such additional information as Windstream may require to prepare and print the alphabetical listings of said directory.
- 10.2.3 Windstream will include the listing information for Communication Opt.'s Customers for Resale Services in the White Pages directory database in the same manner as it includes listing information for Windstream's Customers.
- 10.2.4 Windstream will provide Communication Opt. with format requirements and procedures for submitting directory listings and directory updates.
- 10.2.5 Communication Opt. may purchase Enhanced White Pages listings for residential Customers on a per listing basis, and will pay Windstream amounts attributable to such Enhanced Listings used by its Customers.
- 10.2.6 Communication Opt.'s subscriber listings will be inter-filed (interspersed) with Windstream's and other local service provider's subscriber listings in the White Pages directory with no discernible differentiation in the listings to indicate to the reader that the listings are served by another local service provider.
- 10.2.7 Windstream will deliver White Pages directories to Communication Opt. Customers. The timing of such delivery and the determination of which White Pages directories will be delivered (by Customer address, NPA/NXX or other criteria), and the number of White Pages directories to be provided per Customer, will be on the same terms that Windstream delivers White Pages directories to its own End Users.
- 10.2.8 Windstream will distribute any subsequent directories in accordance with the same practices and procedures used by Windstream.
- 10.2.9 At its option, Communication Opt. may purchase information pages (Customer Guide Pages) in the informational section of the White Pages directory covering the geographic area(s) it is serving. These pages will be in alphabetical order with other local service

providers and will be no different in style, size, color and format than Windstream information pages. Sixty (60) days prior to the directory close date, Communication Opt. will provide to Windstream the information page(s) in camera ready format. Windstream will have the right to approve or reject the format and content of such information page(s) and, with Communication Opt.'s agreement, Windstream may, but is not required to, revise the format and content of such information page(s).

- 10.2.10 Windstream will include Communication Opt. specific information (i.e., business office, residence office, repair bureau, etc.) in the White Pages directory on an "index-type" information page, in alphabetical order along with other local service providers, at no charge. The space available to Communication Opt. on such page will be 1/8th page in size. In order to have such information published, Communication Opt. will provide Windstream, sixty (60) days prior to the directory close date, with its logo and information in the form of a camera ready copy, sized at 1/8th of a page. Communication Opt. will be limited to a maximum of 1/8th of a page in any single edition of a White Pages directory.

10.3 Limitation Of Liability And Indemnification

- 10.3.1 Windstream will not be liable to Communication Opt. for any losses or damages arising out of errors, interruptions, defects, failures, delays, or malfunctions of the White Pages services, including any and all associated equipment and data processing systems, unless said losses or damages result from Windstream's gross negligence or willful or wanton or intentional misconduct. Any losses or damages for which Windstream is held liable under this Agreement to Communication Opt., shall in no event exceed the amount of the charges billed to Communication Opt. for White Pages services with respect to the period beginning at the time notice of the error, interruption, defect, failure, or malfunction is received by Windstream to the time Service is restored.
- 10.3.2 Communication Opt. agrees to defend, indemnify, and hold harmless Windstream from any and all losses, damages, or other liability that Windstream may incur as a result of claims, demands, wrongful death actions, or other claims by any Party that arise out of Communication Opt.'s Customers' use of the White Pages services, or the negligence or wrongful act of Communication Opt. except to the extent any such losses, damages or other liability solely from Windstream's gross negligence or willful misconduct. Communication Opt. will defend Windstream against all Customer claims just as if Communication Opt. had provided such service to its Customer with Communication Opt.'s own employees and will assert its contractual or tariff limitation of liability, if any, for the benefit of both Windstream and Communication Opt..
- 10.3.3 Communication Opt. agrees to release, defend, indemnify, and hold harmless Windstream from any claims, demands, or suits with respect to any infringement or invasion of privacy or confidentiality of any person or persons caused or claimed to be caused, directly, or indirectly, by Windstream employees or equipment associated with provision of the White Pages services, except to the extent any such losses, damages or other liability is based on or results from Windstream's gross negligence or willful misconduct. This provision includes but is not limited to suits arising from disclosure of the telephone number, address, or name associated with the telephone called or the telephone used in connection with White Pages services.

10.4 Pricing

- 10.4.1 Prices for White Pages services are as contained on Exhibit I, attached hereto and incorporated herein.

10.5 Term

- 10.5.1 Upon termination of this Interconnection Agreement, this Section 10 Directories will be null and void with respect to any issue of directories published thereafter.

EXHIBIT I: PRICE LIST

Price Disclaimer: The following prices are for purchasing directories and Information Pages. Based on fluctuating printing and publishing expenses, Windstream reserves the right to increase these prices by no more than 3% annually.

Price Per Initial White Page listing: \$0.00

Price Per Additional White Page listing: \$3.00

Price Per Single Sided Informational Page:

6x9

1 additional information page	\$475.00
2 additional information pages	\$750.00

9x11

1 additional information page	\$1,225.00
2 additional information pages	\$1,440.00

Price Per Book Copy for Initial Book Order: Respective Directory Wholesale Price (See Below)

Price Per Book Copy Ordered after Initial Order: Respective Directory Retail Price (See Below)

DIR ST	DIR CODE	DIRECTORY NAME	WHOLESALE PRICE	RETAIL PRICE	SUBCODE
OH	56753	Covington	9.75	14.63	401
OH	56854	Delta	9.75	14.63	402
OH	56938	Elyria	16.95	25.43	407
OH	56514	Geauga County & Vicinity	16.60	24.90	409
OH	57485	Kenton	8.35	12.53	403
OH	58044	Newark	14.55	21.83	404
OH	58265	Paulding	10.55	15.83	405
OH	58370	Quaker City	12.15	18.23	413
OH	58435	St. Paris	12.60	18.90	406

ATTACHMENT 3: INTENTIONALLY LEFT BLANK

ATTACHMENT 4: NETWORK INTERCONNECTION ARCHITECTURE

1.0 Scope

- 1.1 This Attachment describes the arrangements that may be utilized by the Parties for interconnection of their respective networks for the transmission and routing of Telephone Exchange Service and Exchange Access Service pursuant to §251 of the Act. Network Interconnection will be provided by the Parties at any technically feasible point(s) within Windstream's interconnected network within a LATA. Communication Opt. must establish a point of interconnection at each Windstream tandem within the LATA. It is Communication Opt.'s responsibility to establish interconnection, pursuant to this Attachment, within Windstream's interconnected network within each LATA. In each Windstream Exchange Area where the Parties interconnect their networks, the Parties will utilize the interconnection method as specified below unless otherwise mutually agreed to in writing by the Parties. Traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through any interconnection facilities. The terms "originate" and "terminate" refer to the end points of a call, regardless of the classification of the Party's End User.
- 1.2 Each Party is responsible for the cost, appropriate sizing, operation, and maintenance of the facilities on its side of each IP. Each IP must be located within Windstream's serving territory in the LATA in which traffic is originating. An IP determines the point up to which the originating Party shall be responsible for providing at its own expense, the call transport with respect to its Local traffic and IntraLATA Traffic.
- 1.3 An Interconnection Point ("IP"), as defined in §2.0 of this Attachment will be designated for each interconnection arrangement established pursuant to this Agreement. Street address and/or Vertical and Horizontal (V & H) Coordinates will be provided to identify each IP.

2.0 Interconnection

- 2.1 Direct interconnection facilities provide for network interconnection between the Parties at a technically feasible point(s) on Windstream's interconnected network within a LATA as described in Section 2.1.1. Communication Opt. must establish a point of interconnection at each Windstream tandem within the LATA. Traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through the direct interconnection facilities. Direct interconnection shall be accomplished by, including but not limited to, one or more of the following methods: 1) lease arrangements, and 2) jointly provisioned facilities arrangements.
 - 2.1.1 In order to gain connectivity, the IP is required at the following locations:
 - a) IP at the Windstream Tandem Office where available;
 - b) IP at the Windstream End Office;
 - c) IP at the Windstream Access Tandem, where available, or End Office for a Windstream remote central office.
 - 2.1.2 Lease arrangements will be governed by the applicable Windstream interstate, intrastate or local, special access or private line tariffs under which Communication Opt. orders service.

- 2.1.3 Each Party will be responsible for the engineering and construction of its own network facilities on its side of the IP, however, should Windstream be required to modify its network to accommodate the interconnection request made by Communication Opt., Communication Opt. agrees to pay Windstream reasonable charges for such modifications. If Communication Opt. uses a third party network Carrier to reach the IP, Communication Opt. will bear all third party Carrier charges for facilities and traffic.
- 2.2 The Parties shall utilize direct end office facilities under any one of the following conditions:
 - 2.2.1 Tandem Exhaust - If a tandem through which the Parties are interconnected is unable to, or is forecasted to be unable to support additional traffic loads for any period of time, the Parties will mutually agree on an end office facility plan that will alleviate the tandem capacity shortage and ensure completion of traffic between Communication Opt. and Windstream.
 - 2.2.2 Traffic Volume - Where traffic exceeds or is forecasted to exceed a single DS1 of traffic per month, then Communication Opt. shall install and retain direct end office facilities sufficient to handle such traffic volumes. Communication Opt. will install additional capacity between such points when overflow traffic exceeds or is forecasted to exceed a single DS1 of traffic per month. In the case of one-way facilities, additional facilities shall only be required by the Party whose facilities have achieved the preceding usage threshold.
 - 2.2.3 Mutual Agreement - The Parties may install direct end office facilities upon mutual agreement in the absence of conditions (2.2.1) or (2.2.2) above.
- 2.3 Indirect Interconnection. Both Parties agree only to deliver traffic to the other pursuant to and consistent with the terms of this Agreement. Neither Party shall utilize a third party for the delivery of traffic to the other pursuant to this Agreement without the prior written consent of all Parties and without the establishment of mutually agreeable terms and conditions among all Parties governing any intermediary arrangement with a third party. Traffic originated by any third party, not a Party to this Agreement, delivered to the other Party, regardless of whether such traffic is delivered to the Party's End User, is not originating on that Party's network and may not be routed through Indirect Interconnection.
 - 2.3.1 Indirect Traffic means Local Traffic originated by Windstream, transited by a third party ILEC for termination to Communication Opt. or Local Traffic originated by Communication Opt. transited by a third party ILEC for termination to Windstream. Neither Party shall use a third party ILEC or any third party Telecommunications Carrier for the transiting or delivery of Local Traffic to the other Party for the exchange of Local Traffic that originates and terminates within the same Windstream Exchange.
- 2.4 Transit Traffic. Subject to the terms and provisions of this Agreement, Windstream will provide Transit Traffic Services where Windstream has agreed to provide Transit Traffic Services. The Parties agree that Transit Traffic Services are not a 251 requirement pursuant to federal law and are voluntarily being provided by Windstream to Communication Opt..
 - 2.4.1 The Transit Traffic Services do not include (1) any traffic deemed local only by subscription to Communication Opt.'s optional local calling plans; (2) any traffic for which transit charges are assessed under a separate agreement between the Parties; (3) 900 or 976 calling; (4) traffic originated by or terminated to an interexchange carrier (IXC); (5) traffic for which Windstream is entitled to collect access charges; and (6) any traffic where Windstream is the toll provider for the end user originating the call and where Windstream collects toll revenue from such end user.

- 2.4.2 The Parties understand that the arrangements and provision of Service as contemplated by this Agreement may require technical and operational coordination between the Parties. Accordingly, the Parties agree to work cooperatively to implement this Agreement and Communication Opt. agrees to provide Windstream with such information as may be necessary to establish and maintain Communication Opt.'s account and Services under this Agreement.
- 2.4.3 No performance measures or related incentive payments apply to services provided under this Agreement.
- 2.5 Neither Party shall deliver: (i) traffic destined to terminate at the other Party's end office via another LEC's end office, or (ii) traffic destined to terminate at an end office subtending the other Party's tandem via another LEC's tandem.

3.0 Signaling Requirements

- 3.1 Signaling protocol. The Parties will interconnect their networks using SS7 signaling where technically feasible and available as defined in FR 905 Bellcore Standards including ISDN user part ("ISUP") for trunk signaling and Transaction Capabilities Application Part ("TCAP") for CCS-based features in the interconnection of their networks. All Network Interoperability Interface Forum (NIIF) adopted standards shall be adhered to.
- 3.2 Where available, CCS signaling shall be used by the Parties to set up calls between the Parties' Telephone Exchange Service networks. If CCS signaling is unavailable, the Parties shall use MF (Multi-Frequency) signaling.
- 3.3 The following list of publications describe the practices, procedures and specifications generally utilized by the industry for signaling purposes and are listed herein to assist the Parties in meeting their respective interconnection responsibilities related to signaling:

GR-000246-CORE, Bell Communications Research Specifications of Signaling System 7 ("SS7")

GR-000317-CORE, Switching System Requirements for Call Control Using the Integrated Services Digital Network User Part

GR-000394-CORE, Switching System Requirements for Interexchange Carrier Interconnection Using the Integrated Services Digital Network User Part

GR-000606-CORE, LATA Switching Systems Generic Requirements-Common Channel Signaling-§6.5

GR-000905-CORE, Common Channel Signaling Network Interface Specification Supporting Network Interconnection Message Transfer Part ("MTP") and Integrated Digital Services Network User Part ("ISDNUP")

- 3.4 The Parties will cooperate on the exchange of Transactional Capabilities Application Part (TCAP) messages to facilitate interoperability of CCS-based features between their respective networks, including all CLASS features and functions, to the extent each Party offers such features and functions to its End Users. All CCS signaling parameters will be provided including, without

limitation, Calling Party Number (CPN), Originating Line Information ("OLI"), calling party category and charge number.

- 3.5 Where available each Party shall cooperate to ensure that all of its trunk groups are configured utilizing the B8ZS ESF protocol for 64 kbps clear channel transmission to allow for ISDN interoperability between the Parties' respective networks.
- 3.6 The Parties shall jointly develop a grooming plan (the "Joint Grooming Plan") which shall define and detail, inter alia,
 - 3.6.1 disaster recovery provisions and escalations;
 - 3.6.2 direct/high usage trunk engineering guidelines; and
 - 3.6.3 such other matters as the Parties may agree.
- 3.7 If a Party makes a change in its network, which it believes will materially affect the interoperability of its network with the other Party, the Party making the change shall provide thirty (30) days advance written notice of such change to the other Party.

4.0 Interconnection and Trunking Requirements

4.1 Local Traffic and IntraLATA Traffic

- 4.1.1 The Parties shall reciprocally terminate Local Traffic and IntraLATA calls originating on each other's networks as follows:
 - 4.1.1.1 Where technically feasible, the Parties shall make available to each other two-way trunks for the reciprocal exchange of combined Local Traffic and IntraLATA traffic. In such case, each Party will provide to each other its Percentage of Local Use (PLU) for billing purposes. If either Party questions the accuracy of the other's PLU, that issue may be included in a verification review as provided in §32.0 of the General Terms and Conditions. If at any time during the term of this Agreement, the average monthly number of minutes of use (combined Local Traffic and IntraLATA traffic) terminated by either Party on the network of the other exceeds the generally accepted engineering practices as mutually agreed to by the Parties, the Party on whose network those minutes have been terminated may elect to require jurisdictionally separate trunks for Local Traffic and IntraLATA traffic.
 - 4.1.1.2 Each Party's operator bureau shall accept BLV and BLVI inquiries from the operator bureau of the other Party in order to allow transparent provisioning of BLV/BLVI traffic between the Parties' networks. Each Party shall route BLV/BLVI inquiries between the Parties respective operator bureaus.
- 4.1.2 Neither Party shall utilize the Local/IntraLATA facilities for delivery of any other type of traffic to the other Party.

4.2 Trunking and Facilities

- 4.2.1 Trunking will be established at the DS-1 level or DS-0 level, and facilities will be established at the DS1, DS-3/OC-3 level, or higher, as agreed upon by the Parties. All trunking will be jointly engineered to an objective P.01 grade of service.

- 4.2.2 Where Windstream is a 911 provider, separate trunks connecting Communication Opt.'s switch to Windstream's E911 routers will be established by Communication Opt.. If Communication Opt. purchases such services from Windstream, they will be provided at full applicable tariff rates. For all 911/E911 traffic originating from Communication Opt., it is the responsibility of Communication Opt. and the appropriate state or local public safety answering agency to negotiate the manner in which 911/E911 traffic from Communication Opt. will be processed.
- 4.2.3 Where Windstream is not the 911 provider, it is the responsibility of Communication Opt. to connect to the selective router of the PSAP provider. Windstream is not responsible for the routing of Communication Opt.'s 911 calls.
- 4.2.4 Communication Opt. will not route traffic to Windstream's local end office switches to act as a tandem on Communication Opt.'s behalf nor will Windstream route traffic to Communication Opt.'s local end office switches to act as a tandem on Windstream's behalf.
- 4.2.5 This Agreement is applicable only to Windstream's serving areas. Windstream will not be responsible for interconnections or contracts relating to any of Communication Opt.'s interconnection with any other Carrier.

5.0 Network Management

5.1 Protective Protocols

Either Party may use protective network traffic management controls such as 7-digit and 10-digit code gaps on traffic toward each others network, when required to protect the public switched network from congestion due to facility failures, switch congestion or failure or focused overload. The Parties will immediately notify each other of any protective control action planned or executed.

5.2 Expansive Protocols

Where the capability exists, originating or terminating traffic reroutes may be implemented by either Party to temporarily relieve network congestion due to facility failures or abnormal calling patterns. Reroutes will not be used to circumvent normal trunk servicing. Expansive controls will only be used when mutually agreed to by the Parties.

5.3 Mass Calling

The Parties shall cooperate and share pre-planning information, where available, regarding cross-network call-ins expected to generate large or focused temporary increases in call volumes, to prevent or mitigate the impact of these events on the public switched network.

6.0 Forecasting/Service Responsibilities

- 6.1 Both Parties agree to provide an initial forecast for establishing the initial interconnection facilities. Subsequent forecasts will be provided on a semi-annual basis.

- 6.2 Windstream shall be responsible for forecasting and servicing the trunk groups terminating to Communication Opt.. Communication Opt. shall be responsible for forecasting and servicing the trunk groups terminating to Windstream End Users. Standard trunk traffic engineering methods will be used as described in Bell Communications Research, Inc. (Bellcore) document SR-TAP-000191, Trunk Traffic Engineering Concepts and Applications.
- 6.3 The Parties shall both be responsible for efficient planning and utilization of the network and employ all reasonable means of forecasting, monitoring and correcting for inefficient use of the network. The Parties will conduct facility planning meetings to determine initial and subsequent utilization standards subsequent to execution of this Agreement but prior to direct interconnection in accordance with §3.5 of this Appendix preceding.
- 6.4 Each Party shall provide a specified point of contact for planning, forecasting and trunk servicing purposes.

7.0 Trunk Servicing

- 7.1 Orders between the Parties to establish, add, change or disconnect trunks shall be processed by use of an Access Service Request ("ASR") or another industry standard method subsequently adopted by the Parties to replace the ASR for local trunk ordering.
- 7.2 The Parties shall jointly manage the capacity of local Interconnection Trunk Groups. Either Party may send the other Party an ASR to initiate changes to the Local Interconnection Trunk Groups that the ordering Party desires based on the ordering Party's capacity assessment.
- 7.3 Orders that comprise a major project (i.e., new switch deployment) shall be submitted in a timely fashion, and their implementation shall be jointly planned and coordinated.
- 7.4 Each Party shall be responsible for engineering its networks on its side of the IP.
- 7.5 Each Party will provide trained personnel with adequate and compatible test equipment to work with each other's technicians.
- 7.6 The Parties will coordinate and schedule testing activities of their own personnel, and others as applicable, to ensure its interconnection trunks/trunk groups are installed per the interconnection order, meet agreed-upon acceptance test requirements, and are placed in service by the due date.
- 7.7 Each Party will perform sectionalization to determine if a trouble is located in its facility or its portion of the interconnection trunks prior to referring the trouble to each other.
- 7.8 The Parties will advise each other's Control Office if there is an equipment failure, which may affect the interconnection trunks.
- 7.9 Each Party will provide to each other test-line numbers and access to test lines.
- 7.10 The Parties will cooperatively plan and implement coordinated repair procedures for the local interconnection trunks to ensure trouble reports are resolved in a timely and appropriate manner.
- 7.11 A blocking standard of one-half of one percent (.005) during the average busy hour for final trunk groups between an Communication Opt. end office and Windstream access tandem carrying meet point traffic shall be maintained. All other final trunk groups are to be engineered with a blocking standard of one percent (.01). Windstream will engineer all interconnection trunks between the Parties to a 6 db of digital pad configuration.

ATTACHMENT 5: INTENTIONALLY LEFT BLANK

ATTACHMENT 6: UNBUNDLED NETWORK ELEMENTS (UNEs)**1.0 Introduction**

- 1.1 This Attachment sets forth rates, terms and conditions for Network Elements, subject to facility availability and technical feasibility, that Windstream agrees to offer to Communication Opt. in accordance with its obligations under Section 251(c)(3) of the Act. The rates for each Network Element are as set forth in this Attachment Exhibit A: UNE Price List.
- 1.2 Windstream's sole obligation is to provide and maintain Unbundled Network Elements in accordance with such specifications herein. Windstream DOES NOT WARRANT THAT UNBUNDLED NETWORK ELEMENTS ARE COMPATIBLE WITH ANY SPECIFIC FACILITIES OR EQUIPMENT OR CAN BE USED FOR ANY PARTICULAR PURPOSE OR SERVICE. Transmission characteristics may vary depending on the length of the unbundled local loop and may vary due to characteristics inherent in the physical network. Unbundled Local Loop specifications described in this Agreement apply only to the local loop as defined herein. Windstream, in order to properly maintain and modernize the network, may make necessary modifications and changes to the Network Elements in its network on an as needed basis. Such changes may result in minor changes to transmission parameters.
- 1.3 Unbundled Network Elements may not be used to provide any service that would degrade or otherwise adversely affect Windstream's network services, e.g., introduce harmful voltages or electrical currents in excess of standards used in common industry practice. Windstream will determine the medium over which the Unbundled Local Loop is provisioned to meet the appropriate technical parameters, except that, if Communication Opt. requires a specific type of Unbundled Local Loop to meet the technical requirements of a proposed service, Windstream will consider the request on a case-by-case basis.
- 1.4 It is Communication Opt.'s responsibility to provision and provide E911 Services to its End Users that are provisioned utilizing Windstream's Unbundled Network Elements.
- 1.5 Unbundled Network Elements are only available to Communication Opt. for use in its provisioning of local exchange service to its End Users.
- 1.6 Access to the facility or functionality of a network element will be provided separately from access to other elements, and for a separate charge.
- 1.7 Windstream retains duty to maintain, repair, or replace the element.
- 1.8 Each Party is solely responsible for the services it provides to its End Users and to other Telecommunications Carriers.
- 1.9 Network elements provided to Communication Opt. under the provisions of this Attachment will remain the property of Windstream.
- 1.10 To the extent that Windstream files a tariff that specifies terms, conditions, or rates for the performance of any action or obligation that would otherwise be governed by this Agreement and such tariff is duly approved by an appropriate governmental agency with jurisdiction over its subject matter, the terms, conditions, and/or rates of this Agreement will be superseded by the tariff.

2.0 Unbundled Loops

- 2.1 The loop is a transmission path on which a subscriber's traffic is carried from the Main Distribution Frame or similar terminating device in a Windstream central office, in the local exchange, up to the termination at the Network Interface Device (NID) at the Customer's premise. Each unbundled loop will be provisioned with a NID.
- 2.2 Unbundled Local Loop Service will be available on an unbundled basis, first-come first-served, and subject to the availability of Windstream facilities.
- 2.3 Windstream will provide, subject to facility availability and technical feasibility, the following at the rates, terms, and conditions outlined in this Agreement and Exhibit A: UNE Price List.
 - 2.3.1 2-Wire Analog
 - 2.3.2 DS1
 - 2.3.2.1 DS1 Loop Caps. Windstream is not obligated to provide Communication Opt. more than ten (10) DS1 unbundled loops to any single building (the "DS1 Cap"). Accordingly, Communication Opt. will cease ordering DS1 unbundled loops once Communication Opt. has obtained ten (10) DS1 unbundled loops at the same building. If, notwithstanding this Section, Communication Opt. submits such an order, at Windstream's option it may accept the order, but convert any requested DS1 unbundled loop(s) in excess of the cap to Special Access and any applicable Special Access charges will apply to Communication Opt. for such DS1 loop(s) as of the date of provisioning.
 - 2.3.2.2 Windstream will provide written notice to Communication Opt. in the event Communication Opt. currently has more than ten (10) DS1 unbundled loops to any single building. Within thirty (30) calendar days from the date of such notice, Communication Opt. will submit requests to disconnect or convert to Special Access the unbundled loops exceeding the DS1 Cap. All unbundled loops converted to Special Access will be billed applicable Special Access charges as listed in the appropriate Windstream tariffs.
- 2.4 The provisioning of service to a Customer will require cross-office cabling and cross-connections within the central office to connect the loop to transmission equipment in co-located space.
- 2.5 Communication Opt. will be responsible for testing and isolating network failures. Once Communication Opt. has isolated a trouble to the Windstream provided loop, Communication Opt. will issue a trouble report to Windstream on the loop. Windstream will take the actions necessary to repair the loop if a trouble actually exists.
- 2.6 If Communication Opt. reports a trouble on a loop and no trouble actually exists, Windstream will charge Communication Opt. for any dispatching and testing, (both inside and outside the central office) required by Windstream in order to confirm the loop's working status.
- 2.7 Where Windstream uses Integrated Digital Loop Carrier (IDLCs) systems to provide the local loop and Windstream has an alternate facility available, Windstream will make alternative arrangements to permit Communication Opt. to order a contiguous unbundled local loop. To the extent it is technically feasible, these arrangements will provide Communication Opt. with the capability to serve End Users at the same level Windstream provides its Customers. If no alternate facility is available then Communication Opt. can use the Bona Fide Request (BFR) process, specified in Attachment 19, to request that Windstream place facilities in order to meet Communication Opt.'s loop requirements. Standard Loop intervals shall not apply to the BFR process.

- 2.8 In addition to any liability provisions in this Agreement, Windstream does not guarantee or make any warranty with respect to unbundled local loops when used in an explosive atmosphere. Communication Opt. will indemnify, defend and hold Windstream harmless from any and all claims by any person relating to Communication Opt.'s or Communication Opt. End User's use of unbundled loops in an explosive atmosphere.
- 2.9 Windstream agrees that upon receiving an LSR from Communication Opt. for any Customer of Windstream who wishes to disconnect its service and receive Communication Opt.'s service, the cut-over shall be completed within the intervals set forth in Attachment 18: Performance Measures. Communication Opt. may request a coordinated cut-over between the Parties to avoid breaks in service to the Customer. Such coordinated cut-over shall be subject to the prices set forth in Exhibit A: UNE Price List and the intervals set forth in Attachment 18: Performance Measures.

3.0 Network Interface Device (NID)

- 3.1 The NID is defined as any means of interconnection of Customer premises wiring to Windstream's distribution plant, such as a cross-connect device used for that purpose including all features, functions and capabilities of the facility used to connect the loop distribution plant to the customer premises wiring, regardless of the particular design of the NID mechanism. The NID also includes any means of interconnection of customer premises wiring to Windstream's distribution plant, such as a cross connect device used for that purpose. The NID is a single-line termination device or that portion of a multiple-line termination device required to terminate a single line or circuit at the premises. The NID provides a protective ground connection and is capable of terminating cables such as twisted pair cable.
- 3.2 With respect to multiple dwelling units or multiple-unit business premises, that are pursuant to applicable law, Communication Opt. will provide its own NID and will connect directly with the Customer's inside wire. Communication Opt. will not require any connection to the Windstream NID, unless such premises are served by "single subscriber" type NIDs.
- 3.3 The Windstream NIDs that Communication Opt. uses under this Attachment will be those installed by Windstream to serve its Customers.
- 3.4 Where feasible, the NID shall be physically accessible to Communication Opt. designated personnel. In cases where entrance to the Customer premises is required to give access to the NID, Communication Opt. shall obtain entrance permission directly from the Customer.
- 3.5 Communication Opt. will not attach to or disconnect Windstream's ground. Communication Opt. will not cut or disconnect Windstream's loop from its protector. Communication Opt. will not cut any other leads in the NID. Communication Opt. will protect all disconnected leads with plastic sleeves and will store them within the NID enclosure. Communication Opt. will tighten all screws or lugs loosened by Communication Opt. in the NID enclosure and replace all protective covers.
- 3.6 Any repairs, upgrades, and/or rearrangements required by Communication Opt. will be performed by Windstream based on time and material charges.
- 3.7 If an existing NID is accessed, it shall be capable of transferring electrical analog or digital signals between the End User's Customer premises and the distribution media and/or cross connect to Communication Opt.'s NID.
- 3.8 Existing Windstream NIDs will be provided in "as is" condition. Communication Opt. may request Windstream to do additional work to the NID on a time and material basis. When Communication Opt. deploys its own local Loops in a multiple-line termination device,

Communication Opt. shall specify the quantity of NIDs connections that it requires within such device.

- 3.9 Communication Opt.'s use or connection to Windstream's NID, including any connection inside the NID housing, or backfeeding Communication Opt.'s service through the NID, in any manner determined by Windstream, will result in billing to Communication Opt. all applicable UNE NID monthly recurring charges and non-recurring charges at the rates (including service order charges) set forth in this Attachment Exhibit A: UNE Price List

4.0 Cross-Connects

- 4.1 The provisioning of a Loop to Windstream's collocation space will require cross-office cabling and cross-connections within the central office to connect the Loop to a local switch or to other transmission equipment. These cross-connects are separate components that are not considered a part of the Loop, and thus, have a separate charge pursuant to the Collocation Price List.

5.0 Provisioning/Maintenance of Network Elements on an Unbundled Basis

- 5.1 Subject to the terms herein, Windstream is responsible only for the installation, operation and maintenance of the Network Elements it provides. Windstream is not otherwise responsible for the Telecommunications Services provided by Communication Opt. through the use of those elements.
- 5.2 Where unbundled network elements provided to Communication Opt. are dedicated to a single End User, if such elements are for any reason disconnected, they will be made available to Windstream for future provisioning needs, unless such element is disconnected in error. Communication Opt. agrees to relinquish control of any such unbundled network element concurrent with the disconnection of Communication Opt.'s End User's service.
- 5.3 The elements provided pursuant to this Attachment will be available to Windstream at times mutually agreed upon in order to permit Windstream to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. No credit will be allowed for any interruptions involved during such tests and adjustments.
- 5.4 Communication Opt.'s use of any Windstream unbundled network element, or of its own equipment or facilities in conjunction with any Windstream network element, will not materially interfere with or impair service over any facilities of Windstream, or its connecting and concurring carriers involved in its services, cause damage to their plant, impair the privacy of any communications carried over their facilities or create hazards to the employees of any of them or the public. Upon reasonable written notice and opportunity to cure, Windstream may discontinue or refuse service if Communication Opt. violates this provision, provided that such termination of service will be limited to Communication Opt.'s use of the element(s) causing the violation.
- 5.5 When a Windstream provided tariffed or resold service is replaced by an Communication Opt. facility based service using any Windstream provided unbundled network elements (including service provided exclusively via Windstream provided UNE), both the disconnect order and the new connect order will be issued by Communication Opt.. A service order charge on the requested network elements will be assessed. Similarly, when an End User is served by one local service provider using Windstream provided UNE is converted to Communication Opt.'s service which also uses a Windstream provided UNE, a disconnect order will be issued by Windstream (with an appropriate service order charge being generated to Communication Opt.) of the existing UNE and a new connect order will be issued by Communication Opt. (with an appropriate service order charge being generated to Communication Opt.) of the new UNE.

- 5.6 Communication Opt. will connect equipment and facilities that are compatible with the Windstream Network Elements and will use Network Elements in accordance with the applicable regulatory standards and requirements.
- 5.7 Unbundled Network Elements may not be connected to or combined with Windstream access services or other Windstream tariffed service offerings.
- 5.8 Communication Opt. is responsible for submitting a Local Service Request ("LSR") to Windstream for installation, disconnection, rearrangement, changes to or record orders for unbundled network elements. The applicable service order charges and UNE charges will apply pursuant to Exhibit A: UNE Price List.

6.0 Maintenance of Elements

- 6.1 The network elements provided by Windstream pursuant to this Attachment will be maintained by Windstream. Communication Opt. or others may not rearrange, move, disconnect, remove or attempt to repair any facilities provided by Windstream, other than by connection or disconnection to any interface means used, except with the written consent of Windstream.
- 6.2 If trouble occurs with unbundled network elements provided by Windstream, Communication Opt. will first determine whether the trouble is in Communication Opt.'s own equipment and/or facilities or those of the End User. If Communication Opt. determines the trouble is in Windstream's equipment and/or facilities, Communication Opt. will issue a trouble report to Windstream via Windstream Express.
- 6.3 Communication Opt. will pay Time and Material charges when Communication Opt. reports a suspected failure of a network element and Windstream dispatches personnel to the End User's premises or a Windstream central office and trouble was not caused by Windstream's facilities or equipment. Time and Material charges will include all technicians dispatched, including technicians dispatched to other locations for purposes of testing.
- 6.4 Communication Opt. will pay Time and Material charges when Windstream dispatches personnel and the trouble is in equipment or communications systems provided an entity by other than Windstream or in detariffed CPE (Customer Provider Equipment) provided by Windstream, unless covered under a separate maintenance Agreement.
- 6.5 If Communication Opt. issues a trouble report allowing Windstream access to the End User's premises and Windstream personnel are dispatched but denied access to the premises, then Time and Material charges will apply for the period of time that Windstream personnel are dispatched. Subsequently, if Windstream personnel are allowed access to the premises, the charges discussed herein will still apply.
- 6.6 Time and Material charges apply on a half-hour basis. If more than one technician is necessary in accordance with Windstream standard practices and is dispatched in conjunction with the same trouble report, the total time for all technicians dispatched will be aggregated prior to the distribution of time between the "First Half Hour or Fraction Thereof" and "Each Additional Half Hour or Fraction Thereof" rate categories. Basic Time is work-related efforts of Windstream performed during normally scheduled working hours on a normally scheduled workday. Overtime is work-related efforts of Windstream performed on a normally scheduled workday, but outside of normally scheduled working hours. Premium Time is work related efforts of Windstream performed other than on a normally scheduled workday.

- 6.7 If Communication Opt. requests or approves a Windstream technician to perform services in excess of or not otherwise contemplated by the nonrecurring charges herein, Communication Opt. will pay for any additional work to perform such services, including requests for installation or conversion outside of normally scheduled working hours.

7.0 Performance of Network Elements

- 7.1 Access to Network Elements provided by Windstream to Communication Opt. will meet applicable regulatory performance standards and be at least equal in quality and performance as that which Windstream provides to itself. Communication Opt. may request, and Windstream will provide, to the extent technically feasible, access to Network Elements that is lesser quality than Windstream provides to itself and such service will be requested pursuant to the Bona Fide Request process.
- 7.2 Nothing in this Attachment will limit either Party's ability to modify its network through the incorporation of new equipment, new software or otherwise. Each Party will provide the other Party written notice of any such upgrades in its network which will materially impact the other Party's service consistent with the timelines established by the FCC in the Second Report and Order, CC Docket 96-98. Communication Opt. will be solely responsible, at its own expense, for the overall design of its telecommunications services and for any redesigning or rearrangement of its telecommunications services which may be required because of changes in facilities, operations or procedure of Windstream, minimum network protection criteria, or operating or maintenance characteristics of the facilities.

8.0 Pricing

- 8.1 Exhibit A: UNE Price List is a schedule which reflects the prices at which Windstream agrees to furnish Unbundled Network Elements and associated ancillary items to Communication Opt.. Communication Opt. agrees to compensate Windstream for unbundled Network elements at the rates contained in this Exhibit.
- 8.2 For any rate element and/or charge contained in or referenced to in this Attachment that are not listed in the pricing, including Bona Fide Requests, the rate for the specific service or function will be as set forth in the applicable Windstream tariff.
- 8.3 Windstream will render a monthly bill for Network Elements provided hereunder. Remittance in full will be due within thirty (30) days of receipt of invoice. Interest will apply on overdue amounts.
- 8.4 Windstream will recover the costs of modifying its outside plant facilities for Communication Opt. space requirements. These costs will be recovered via the Bona Fide Request process described herein.
- 8.5 **Recurring Charges**
- 8.5.1 Unless otherwise listed below, where Rates are shown as monthly, a month will be defined as a calendar month. The minimum term for each monthly rated element will be one (1) month. After the initial month, billing will be on the basis of whole or fractional months used. The minimum service period for elements provided under the Bona Fide Request process might be longer.

- 8.5.2 Where rates will be based on minutes of use, usage will be accumulated at the end office and rounded to the next higher minute. Communication Opt. will pay for all usage on such calls including those that are not completed due to busy or don't answer conditions
- 8.5.3 Where rates are based on miles, the mileage will be calculated on the airline distance involved between the locations. To determine the rate to be billed, Windstream will first compute the mileage using the V&H coordinates method, as set forth in the National Exchange Carrier Association, Inc. Tariff F.C.C. No 4. When the calculation results in a fraction of a mile, Windstream will round up to the next whole mile before determining the mileage and applying rates.

8.6 Non-Recurring Charges

- 8.6.1 Communication Opt. will pay a non-recurring charge when Communication Opt. adds or removes a signaling point code. This charge also applies to point code information provided by Communication Opt. allowing other telecommunications providers to use Communication Opt.'s SS7 signaling network.
- 8.6.2 A service order processing charge (Service Order Charge), listed in Exhibit A: UNE Price List, will be applied to each service order issued by Communication Opt. for Windstream to process a request for installation, disconnection, rearrangement, changes to or record orders for unbundled network elements.
- 8.6.3 Communication Opt. will pay non-recurring charges in accordance with the applicable Time and Material Charges, as contained in Exhibit A: UNE Price List, when Communication Opt. requests a coordinated cut-over.

Exhibit A: UNE Price List

	Monthly Recurring Charges	Nonrecurring Charges	
		Initial	Additional
<u>Unbundled Loops (excludes NID)</u>			
2- Wire Analog	\$20.58	\$35.00	\$20.00
4 – Wire Analog	\$36.52	\$175.00	\$175.00
DS1 Local Loops	\$58.05	\$263.02	\$183.91
<u>Network Interface Device</u>			
NID – 2 lines	\$1.33	\$13.32	\$12.75
NID – 6 lines	\$2.96	\$13.32	\$12.75
<u>Cross Connects (Termination)</u>			
Voice Grade per 100 Pairs	\$54.39	\$97.32	\$97.32
DS1	\$4.48	\$184.71	184.71
<u>Loop Conditioning (per Loop)</u>		ICB	ICB
<u>Service Order Charges</u>			
New		\$22.39	\$22.39
Change		\$17.44	\$17.44
Disconnect		\$12.26	\$12.26
Expedite Charge (1)		\$21.76	\$21.76
Manual Service Order Charges (1)		\$8.07	\$8.07
<u>Maintenance of Service Charges</u>			
Basic Time per half (1/2) hour		\$45.00	\$45.00
Overtime per half (1/2) hour		\$62.50	\$62.50
Premium Time per half (1/2) hour		\$85.00	\$85.00
<u>Time and Material Charges</u>			
Basic Time per half (1/2) hour		\$45.00	\$45.00
Overtime per half (1/2) hour		\$62.50	\$62.50
Premium Time per half (1/2) hour		\$85.00	\$85.00
<u>Coordinated Cut-Over Charge</u>			
Basic Time per half (1/2) hour		\$24.40	\$24.40
Overtime per half (1/2) hour		\$36.60	\$36.60
Premium Time per half (1/2) hour		\$48.80	\$48.80

(1) The Manual and Expedite Order charges are in addition to the applicable Service Order charge.

ATTACHMENT 7: PHYSICAL COLLOCATION

1.0 General Provisions

- 1.1 This Attachment sets forth the rates, terms, and conditions upon which Windstream will offer physical collocation to Communication Opt. as provided under the Act. These rates, terms, and conditions are in addition to those contained elsewhere in this Agreement.
- 1.2 Communication Opt. shall be allowed to obtain dedicated space (the "Collocation Space") in Windstream's Wire Centers and to place equipment in such space to interconnect with Windstream's network.
 - 1.2.1 Communication Opt. shall not occupy or use the Collocation Space, or permit the Collocation Space to be occupied or used, for any purpose, act or thing, whether or not otherwise permitted by the Agreement, if such purpose, act, or thing (i) is in violation of any public law, ordinance, or governmental regulation; (ii) may be dangerous to persons or property; (iii) violates the terms of this Agreement.
- 1.3 Physical collocation shall be provided on a first-come, first-served basis.
- 1.4 Physical collocation also includes Windstream providing resources necessary for the operation and economical use of collocated equipment.
- 1.5 Communication Opt. will disclose appropriate information about the equipment to be installed to allow Windstream to engineer the power, floor loading, heat release, environmental particulate level, and HVAC for the collocated space.
- 1.6 When Windstream personnel are used, the related charges by Windstream shall be just, reasonable, and non-discriminatory.
- 1.7 If Communication Opt. chooses to physically collocate in premises which was initially prepared for virtual collocation, Communication Opt. may
 - 1.7.1 retain its virtual collocation in that premise and expand that virtual collocation according to the rates, terms, and conditions contained in Attachment 8: Virtual Collocation; or
 - 1.7.2 unless it is not practical for technical reasons or because of space limitations, convert its virtual collocation to physical at such premises, in which case Communication Opt. shall coordinate the construction and rearrangement with Windstream of its equipment and circuits for which Communication Opt. shall pay Windstream at applicable rates, and pursuant to the other terms and conditions in this Attachment. In addition, all applicable physical collocation recurring and nonrecurring rates as listed in Exhibit A: Collocation Pricing shall apply.
- 1.8 Communication Opt. is responsible for the installation, maintenance and repair of its equipment located within the collocated space rented from Windstream.
- 1.9 Communication Opt.'s collocated space will be separated from other CLEC's collocated space and Windstream space through cages constructed by Windstream or Windstream's contractors.
- 1.10 Once construction is complete for physical collocation and Communication Opt. has accepted its physical collocation space, Communication Opt. may order Cross-Connects.
- 1.11 If, at any time, Windstream reasonably determines that the equipment or the installation does not meet requirements, it will provide a notice of noncompliance to Communication Opt. along with

an identification of the problem and recommendations for its solution. Communication Opt. will be responsible for the costs associated with the removal, modification to, or installation of the equipment to bring it into compliance. If Communication Opt. fails to commence the correction of any noncompliance within thirty (30) days of written notice of non-compliance, Windstream may have the equipment removed or the condition reasonably corrected at Communication Opt.'s expense.

- 1.12 During installation if Windstream determines Communication Opt. activities or equipment are unsafe, non-standard, or in violation of any applicable laws or regulations, Windstream has the right to stop work until the situation is remedied. If such conditions pose an immediate threat to the safety of Windstream's employees, interfere with the performance of Windstream's service obligations, or pose an immediate threat to the physical integrity of the conduit system or the cable facilities, Windstream may perform such work and/or take reasonable action as is necessary to correct the condition at Communication Opt.'s sole expense.
- 1.13 Windstream may refuse Communication Opt.'s requests for additional space if Communication Opt. is in material breach of this Attachment, including having any past due charges hereunder.
- 1.14 Any collocation element requested by Communication Opt. that is not contained in this Attachment or Exhibit A: Collocation Pricing will be handled on a individual case basis ("ICB").

2.0 Collocation Intervals

- 2.1 All requests for Collocation are evaluated on an individual Wire Center basis. Standard requests are for one (1) Wire Center. Non-standard requests will be addressed on an individual case basis.
- 2.2 Acknowledgment of Floor Space Availability

Within fifteen (15) business days of the receipt by Windstream from Communication Opt. of a Bona Fide Request for Collocation and the associated Application Fee, Windstream will notify Communication Opt. whether the sufficient floor space is available in the requested Wire Center to accommodate Communication Opt.'s request and provide floor plans necessary for use by a Windstream approved contractor.
- 2.3 Buildout Quote Preparation.

Within thirty-five (35) business days of the receipt by Windstream from Communication Opt. of a Bona Fide Request for Collocation and the associated Application Fee, Windstream will provide Communication Opt. with a written quotation containing all nonrecurring charges for the requested Collocation Space arrangement.
- 2.4 Quote Acceptance

Within thirty (30) business days of the receipt by Communication Opt. of the Windstream quotation, Communication Opt. will accept or reject the Windstream proposed quotation. Acceptance shall require payment to Windstream of fifty percent (50%) of the non-recurring charges provided on the quotation.
- 2.5 Completion of Cage Construction

Within seventy (70) business days of the acceptance of the quotation by Communication Opt., the construction of the necessary cage enclosure shall be completed. At this time, the leased floor space will be available to Communication Opt. for installation of its collocated equipment.

- 2.6 Delays in Windstream's receipt of equipment or material required for physical collocation that are beyond Windstream's control shall not leave Windstream liable for any claims of delay by Communication Opt..
- 2.7 Windstream shall notify Communication Opt. that the Collocation Space is ready for occupancy. Communication Opt.'s operational telecommunications equipment must be placed and connected with Windstream's network within sixty (60) business days of such notice. If Communication Opt. fails to place operational telecommunications equipment in the Collocation Space within sixty (60) business days and such failure continues for a period of twenty (20) business days after receipt of written notice from Windstream, then and in that event Communication Opt.'s right to occupy the Collocation Space terminates and Windstream shall have no further obligations to Communication Opt. with respect to said Collocation Space. Termination of Communication Opt.'s rights to the Collocation Space pursuant to this Section shall not operate to release Communication Opt. from its obligations to reimburse Windstream for all cost reasonably incurred by Windstream in preparing the Collocation Space, but rather such obligation shall survive this Attachment. For purposes of this paragraph, Communication Opt.'s telecommunications equipment will be deemed operational when cross-connected to Windstream's network for the purpose of service provision.

3.0 Termination of Collocation Arrangement

- 3.1 Communication Opt. may terminate occupancy in the Collocation Space upon thirty (30) days' prior written notice to Windstream.
- 3.2 At the termination of a Collocation Space license by lapse of time or otherwise:
- 3.2.1 Communication Opt. shall surrender all keys, access cards and Windstream provided photo identification cards to the Collocation Space and the building to Windstream, and shall make known to Windstream the combination of all combination locks remaining on the Collocation Space.
- 3.2.2 Communication Opt., at its sole expense, shall remove all its equipment from the Collocation Space within thirty (30) days to complete such removal; provide, however that Communication Opt. shall continue payment of monthly fees to Windstream until such date as Communication Opt. has fully vacated the Collocation Space.
- 3.2.2.1 If Communication Opt. fails to vacate the Collocation Space within thirty (30) days from the termination date, Windstream reserves the right to remove Communication Opt.'s equipment and other property of Communication Opt., with no liability for damage or injury to Communication Opt.'s property unless caused by the negligence or intentional misconduct of Windstream. All expenses shall be borne by Communication Opt..
- 3.2.3 Communication Opt. shall return to Windstream the Collocation Space and all equipment and fixtures of Windstream in as good a condition and state of repair as when Communication Opt. originally took possession, normal wear and tear or damage by fire or other casualty excepted. Communication Opt. shall be responsible to Windstream for the cost of any repairs that shall be made necessary by the acts or omissions of Communication Opt. or of its agents, employees, contractors, or business invitees. Windstream reserves the right to oversee Communication Opt.'s withdrawal from the Collocation Space, and Communication Opt. agrees to comply with all directives of Windstream regarding the removal of equipment and restoration of the Collocation Space, including, without limitation, Windstream's directive to return the Collocation Space in other than its original condition on the date of occupancy; provided, however, that Communication Opt. shall not be responsible for putting the Collocation Space in

other than its original condition if to do so would put Communication Opt. to additional expense above and beyond that which would be necessary to return the Collocation Space in its original condition.

- 3.2.4 Prior to any termination or within thirty (30) days thereafter, Communication Opt. shall promptly remove any installations, additions, hardware, non-trade fixtures and improvements, place in or upon the Collocation Space by Communication Opt., failing which Windstream may remove the same, and Communication Opt. shall, upon demand, pay to Windstream the cost of such removal and of any necessary restoration of the Collocation Space. No cable shall be removed from inner duct or outside cable duct except as directed by Windstream.
- 3.2.5 All fixtures, installations, and personal property belonging to Communication Opt. not removed from the Collocation Space upon termination of a Collocation Space license and not required by Windstream to have been removed as provided in this Attachment, shall be conclusively presumed to have been abandoned by Communication Opt. and title thereto shall pass to Windstream under this Attachment as if by bill of sale.
- 3.2.6 If the Collocation Space is not surrendered at the termination of the Collocation Space license, Communication Opt. shall indemnify Windstream against loss or liability resulting from delay by Communication Opt. in so surrendering the Collocation Space, including, without limitation, any claims made by any succeeding tenant founded on such delay.
- 3.3 Should Communication Opt. default in its performance and said default continues for thirty (30) days after receipt of written notice, or if the Communication Opt. is declared bankrupt or insolvent or makes an assignment for the benefit of creditors, Windstream may, immediately or at any time thereafter, without notice or demand, enter and repossess the Collocation Space, expel Communication Opt., remove Communication Opt. property, forcibly if necessary, and thereupon this Attachment shall terminate, without prejudice to any other remedies Windstream might have. Windstream may also refuse additional applications for service and/or refuse to complete any pending orders for additional space or service by Communication Opt. at any time thereafter.

4.0 Collocation Space

- 4.1 If Windstream determines it necessary for Communication Opt.'s Collocation Space to be moved within the building in which the Collocation Space is located ("Building") or to another Windstream Wire Center, Communication Opt. is required to do so. Communication Opt. shall be responsible for the preparation and all costs associated with the new Collocation Space at the new location, if such relocation arises from circumstances beyond the reasonable control of Windstream, including condemnation or government order or regulation that makes the continued occupancy of the Collocation Space or Building uneconomical in Windstream's sole judgment. Otherwise Windstream shall be responsible for any such preparation and costs.
- 4.2 If Communication Opt. requests the Collocation Space to be moved within the Building or to another Windstream Wire Center, Windstream shall permit Communication Opt. to relocate the Collocation Space, subject to the availability of space and associated requirements. Communication Opt. shall be responsible for all applicable charges associated with the move, including the reinstallation of its equipment and facilities and the preparation of the new Collocation Space and the new Wire Center as applicable.
- 4.3 Should either event as described in § 4.1 and § 4.2 occur, the new Collocation Space shall be deemed the "Collocation Space" hereunder and the new Wire Center the "Building."

- 4.4 Windstream agrees, at Communication Opt.'s sole cost and expense as set forth herein, to prepare the Collocation Space in accordance with working drawings and specifications. The preparation shall be arranged by Windstream in compliance with all applicable codes, ordinances, resolutions, regulations and laws. After Communication Opt. has made the initial payments required and the state regulatory approval is obtained for this attachment, Windstream agrees to pursue diligently the preparation of the Collocation Space for use by Communication Opt..

5.0 Entrance Facilities and Demarcation Point

- 5.1 Communication Opt. will place its own entrance facilities for connection to the collocated equipment. Windstream will designate the point of interconnection in proximity to the central office building housing the Collocation Space, such as an entrance manhole or a cable vault. Communication Opt. will provide and place cable at the point of interconnection of sufficient length to be pulled through conduit and into the spliced location. No splicing will be permitted in the entrance manhole. Communication Opt. will provide a sufficient length of fire retardant riser cable, to which the entrance cable will be spliced, which will extend from the spliced location to Communication Opt.'s equipment in the Collocation Space. Communication Opt. must contact Windstream for instructions prior to placing the entrance facility cable in the manhole. Communication Opt. is responsible for maintenance of the entrance facilities.
- 5.2 Windstream shall designate the point(s) of termination within the Building as the point(s) of physical demarcation between Communication Opt.'s network and Windstream's network, with each being responsible for maintenance and other ownership obligations and responsibilities on its side of that demarcation point. The demarcation point between Windstream and Communication Opt. will be at the POT Bay.

6.0 Use of Collocation Space

- 6.1 Subject to § 6.13 below, Communication Opt. shall only use the Collocation Space for purposes of locating equipment and facilities within Windstream's central offices to connect with Windstream services only. Consistent with the nature of the Building and the environment of the Collocation Space, Communication Opt. shall not use the Collocation Space for office, retail, or sales purposes. Communication Opt. shall place no signs or markings of any kind (except for a plaque or other identification affixed to Communication Opt.'s equipment and reasonably necessary to identify Communication Opt.'s equipment and which shall include a list of emergency contacts with telephone numbers) in the Building or on the grounds surrounding the Building.
- 6.2 Communication Opt. is solely responsible for the design, engineering, testing, performance, monitoring, maintenance, and repair of the equipment and facilities used by Communication Opt. in the Collocation Space.
- 6.3 From time to time Windstream may require access to the Collocation Space. Windstream retains the right to access such space for the purpose of making equipment and building modifications (e.g., running, altering or removing racking, ducts, electrical wiring, HVAC, and cables). Windstream will give reasonable notice to Communication Opt. when access to the Collocation Space is required. Communication Opt. may elect to be present whenever Windstream performs work in the Collocation Space. The Parties agree that Communication Opt. will not bear any of the expense associated with this work.
- 6.4 Communication Opt. Access to Communication Opt.'s Collocation Space

Communication Opt. shall have access to its Collocation Space twenty-four (24) hours a day, seven (7) days a week. A security escort will be required at Central Offices where separate,

secured ingress and egress are not available and access would require Communication Opt. to traverse restricted areas. All employees, agents and contractors of Communication Opt. having access to the Collocation Space shall comply with Windstream's policies and practices pertaining to fire, safety and security, and each such employee, agent or contractor shall display an identification badge issued by Windstream which contains a current photo, the individual's name and company name/logo. Communication Opt. agrees to comply with all laws, ordinances and regulations affecting the use of the Collocation Space. Upon expiration of this Attachment, Communication Opt. shall surrender the Collocation Space to Windstream in the same condition as when first occupied by Communication Opt. except for ordinary wear and tear.

- 6.5 Communication Opt. must submit an application listing all of Communication Opt.'s telecommunications equipment and facilities that will be placed within the Collocation Space with the associated power requirements, floor loading and heat release of each piece. Communication Opt. warrants and represents that the application is complete and accurate and acknowledges that any incompleteness or inaccuracy, which remains uncorrected after thirty (30) days' notification by Windstream, would be a material breach of this Attachment. Communication Opt. shall not place or leave any telecommunications equipment or facilities within the Collocation Space beyond those listed on the application without the express written consent of Windstream.
- 6.6 In the event that subsequent to the execution of this Attachment Communication Opt. desires to place in the Collocation Space any equipment or facilities not set forth on the application, Communication Opt. shall furnish to Windstream a written list and description of the equipment or facilities. Windstream may provide such written consent or may condition any such consent on additional charges arising from the request, including any engineering design charges and any additional requirements such as power and environmental requirements for such listed and described equipment and/or facilities. Upon the execution by both Parties of a final list and description, including any applicable charges, this Attachment shall be deemed to have been amended to include the terms and conditions of the final list and description.
- 6.7 The foregoing imposes no obligation upon Windstream to purchase additional plant or equipment, relinquish used or forecasted space or facilities, to undertake the construction of new quarters or to construct additions to existing quarters in order to satisfy a subsequent request for additional space or the placement of additional equipment or facilities.
- 6.8 Communication Opt. shall indicate its intent to proceed with equipment installation in a Windstream Central Office by submitting the Windstream's Collocation Application Form. This form may be obtained by sending a request to: WCI.Network.Interconnection@Windstream.com. A Collocation Application Form requires Communication Opt. to complete the Application/Inquiry process described in § 6.5 preceding, submit an updated Application document based on the outcome of the Application/Inquiry process, and pay all applicable fees referenced in § 14.0, following. The Collocation Application Form must be received by Windstream no later than thirty (30) days after Windstream's response to Communication Opt.'s Application/Inquiry. Space preparation for the Collocation Space will not begin until Windstream receives the Collocation Application Form and all applicable fees.
- 6.9 Communication Opt. shall bare all costs of any renovation or upgrade to Central Office space or support mechanisms which is required to accommodate physical collocation. For this Section, support mechanisms provided by Windstream may include, but not be limited to heating/ventilation/air conditioning (HVAC) equipment, HVAC duct work, cable support structure, fire wall(s), mechanical upgrade, asbestos abatement, ground plane addition, or separate ingress/egress construction. Such renovation or upgrade will be evaluated and the charges assessed on a per Central Office basis. Windstream will make reasonable efforts to provide for occupancy of the Collocation Space on the negotiated date and will advise Communication Opt. of delays. Communication Opt. agrees Windstream shall not be liable to Communication Opt. for delays in providing possession of the Collocation Space.

- 6.10 Pursuant to the terms contained in this Attachment, Windstream shall construct an equipment arrangement enclosure in increments of one hundred (100) square feet, with a minimum of one hundred (100) square feet.
- 6.11 Communication Opt. equipment or operating practices representing a significant demonstrable technical threat to Windstream's network or facilities, including the building, is strictly prohibited.
- 6.12 Notwithstanding any other provision hereof, the characteristics and methods of operation of any equipment or facilities placed in the Collocation Space shall not interfere with or impair service over any facilities of Windstream or the facilities of any other person or entity located in the building; create hazards for or cause damage to those facilities, the Collocation Space, or the building; impair the privacy of any communications carried in, from, or through the building; or create hazards or cause physical harm to any individual or the public. Any of the foregoing events would be a material breach of this Attachment.
- 6.13 Windstream will permit interconnection between two collocated local service providers at the rates specified in § 14.9 Direct Connection. Windstream will provide nothing more than the labor and physical structure(s) necessary for the local service providers to pull facilities provided by one local service provider from its collocation node to the collocation node of another local service provider. If the local service providers are not located on the same floor, Windstream will perform the cable pull on a time and materials basis, in addition to the charges specified in § 14.0 of this Attachment. At no time, in connection with such interconnection with other local service providers, will the local service providers be allowed access to any portion of the central office other than the collocation area. Windstream will not make the physical connection within the local service provider's collocation node. Windstream will not accept any liability for the cable or the connections and Windstream will not maintain any records concerning these connections.
- 6.14 Subject to this Attachment, Communication Opt. may place or install in or on the Collocation Space such fixtures and equipment as it shall deem desirable for the conduct of business. Personal property, fixtures and equipment placed by Communication Opt. in the Collocation Space shall not become a part of the Collocation Space, even if nailed, screwed or otherwise fastened to the Collocation Space, but shall retain their status as personality and may be removed by Communication Opt. at any time. Communication Opt. shall promptly repair any damage caused to the Collocation Space by the removal of such property at its expense.
- 6.15 In no case shall Communication Opt. or any person purporting to be acting through or on behalf of Communication Opt. make any rearrangement, modification, improvement, addition, repair, or other alteration to the Collocation Space or the building without the advance written permission and direction of Windstream. Windstream shall consider a modification, improvement, addition, repair, or other alteration requested by Communication Opt., provided that Windstream shall have the right to reject or modify any such request. Communication Opt. shall pay the cost of any such construction in accordance with Windstream's then-standard custom work order process.

7.0 Standards

- 7.1 The Parties warrant that the services provided hereunder this Attachment is made available subject to and in accordance with the Bellcore Network Equipment Building System (NEBS) Generic Requirements and the National Electric Code Standards. However, if such reference material is substantially altered in a more recent version to significantly change the obligations of Communication Opt. as of the Effective Date of this Attachment and the Parties are not in Agreement concerning such modifications, the Parties agree to negotiate in good faith to determine how such changes will impact performance of the Parties under this Attachment, if at all. Until such time as the Parties agree, the provisions of the last accepted and unchallenged version will remain in force. This condition shall not apply to any statutory and/or regulatory requirements in effect at the execution of this Attachment or that subsequently become effective

and then when effective shall also apply to this Attachment regardless of Communication Opt. concurrence. Communication Opt. shall strictly observe and abide by each.

- 7.2 Communication Opt. warrants and represents compliance with the Bellcore Network Equipment Building System (NEBS) Generic Requirements for each item set forth on the application form. Communication Opt. also warrants and represents that any equipment or facilities that may be placed in the Collocation Space pursuant to § 6.6 shall be so compliant.

7.2.1 DISCLOSURE OF ANY NON-COMPLIANT ITEM ON THE APPLICATION FORM, PURSUANT TO § 6.6, OR OTHERWISE SHALL NOT QUALIFY THIS ABSOLUTE CERTIFICATION IN ANY MANNER.

8.0 Responsibilities of Communication Opt.

- 8.1 Communication Opt. is responsible for providing to Windstream personnel a contact number for Communication Opt. technical personnel who are readily accessible twenty-four (24) hours a day, seven (7) days a week.
- 8.2 Communication Opt. is responsible for providing trouble report status when requested by Windstream.
- 8.3 Regeneration of either DS1 or DS3 signal levels must be provided by Communication Opt., or Windstream under its then-standard custom work order process, including payment requirements prior to the installation of the regeneration equipment. Communication Opt. must provide any regeneration caused by cross-office extension.
- 8.4 A vendor who has been approved as a Windstream certified vendor to perform all engineering and installation work must install all equipment. Windstream shall provide Communication Opt. with a list of certified vendors upon request. The certified vendor shall be responsible for installing Communication Opt.'s equipment and components, extending power cabling to the Windstream power distribution frame, performing operational tests after installation is complete and notifying Windstream's engineers and Communication Opt. upon successful completion of installation. The certified vendor shall bill Communication Opt. directly for all work performed for Communication Opt. pursuant to this Attachment and Windstream shall have no liability for nor responsibility to pay such charges imposed by the certified vendor. Equipment ownership, maintenance and insurance are the full responsibility of Communication Opt.. Communication Opt. will be responsible for servicing, supplying, installing, repairing, and maintaining the following facilities within the Collocation Space:
- 8.4.1 Entrance Facilities;
- 8.4.2 Communication Opt. Equipment;
- 8.4.3 Required Point of Termination Cross Connects;
- 8.4.4 Point of Termination maintenance, including replacement of fuses and circuit breaker restoration, if and as required;
- 8.4.5 The connection cable(s) and associated equipment which may be required within the Collocation Space to the point(s) of termination.

Windstream NEITHER ACCEPTS NOR ASSUMES ANY RESPONSIBILITY WHATSOEVER IN ANY OF THESE AREAS.

- 8.5 Communication Opt. is responsible for immediate verbal notification to Windstream of significant outages or operations problems which could impact or degrade Windstream's network, switches, or services, and for providing an estimated clearing time for restoral. In addition, written notification must be provided within twenty-four (24) hours.
- 8.6 Communication Opt. is responsible for coordinating with Windstream to ensure that services are installed in accordance with the service request.
- 8.7 Communication Opt. is responsible for testing, to identify and clear a trouble when the trouble has been isolated to an Communication Opt. provided facility or piece of equipment. If Windstream testing is also required, it will be provided at charges specified in Windstream's F.C.C. Tariff No. 1.

9.0 Assignment

- 9.1 Communication Opt. shall not assign, sublet, or otherwise transfer this Attachment, neither in whole nor in part, or permit the use of any part of the Collocation Space by any other person or entity, without the prior written consent of Windstream. Any purported assignment or transfer made without such prior written consent shall be deemed a material breach of this Attachment and voidable at the option of Windstream. Communication Opt. shall not permit any third party to jointly occupy the Collocation Space. Communication Opt. acknowledges that this Attachment does not convey any right, title or interest in the Central Office to Communication Opt..

10.0 Casualty Loss

- 10.1 If fire or other casualty damages the Collocation Space, and the Collocation Space is not rendered untenable in whole or in part, Windstream shall repair the same at its expense (as hereafter limited) and the rent shall not be abated. If the Collocation Space is rendered untenable in whole or in part and such damage or destruction can be repaired within ninety (90) days, Windstream has the option to repair the Collocation Space at its expense (as hereafter limited) and rent shall be proportionately abated while Communication Opt. was deprived of the use. If the Collocation Space cannot be repaired within ninety (90) days, or Windstream opts not to rebuild, then this Attachment shall (upon notice to Communication Opt. within thirty (30) days following such occurrence) terminate as of the date of such damage.
- 10.2 Any obligation on the part of Windstream to repair the Collocation Space shall be limited to repairing, restoring and rebuilding the Collocation Space as originally prepared for Communication Opt. and shall not include any obligation to repair, restore, rebuild or replace any alterations or improvements made by Communication Opt. or by Windstream to the Collocation Space at the request of Communication Opt.; or any fixture or other equipment installed in the Collocation Space by Communication Opt. or by Windstream on request of Communication Opt..
- 10.3 In the event that the Building shall be so damaged by fire or other casualty that closing, demolition or substantial alteration or reconstruction thereof shall, in Windstream's opinion, be necessary, then, notwithstanding that the Collocation Space may be unaffected thereby, Windstream, at its option, may terminate this Attachment by giving Communication Opt. ten (10) days prior written notice within thirty (30) days following the date of such occurrence, if at all possible.

11.0 Limitation of Liability

- 11.1 In addition to the General Terms and Conditions, § 7.0 Liability and Indemnification, § 11.0 Limitation of Liability shall also apply.

- 11.2 Communication Opt. acknowledges and understands that Windstream may provide space in or access to the building to other persons or entities ("Others"), which may include competitors of Communication Opt.; that such space may be close to the Collocation Space, possibly including space adjacent to the Collocation Space and/or with access to the outside of the Collocation Space; and that the collocation node around the Collocation Space is a permeable boundary that will not prevent the Others from observing or even damaging Communication Opt. equipment and facilities. In addition to any other applicable limitation, Windstream shall have absolutely no liability with respect to any action or omission by any Other, regardless of the degree of culpability of any such Other or Windstream, and regardless of whether any claimed Windstream liability arises in tort or in contract. Communication Opt. shall save and hold Windstream harmless from any and all costs, expenses, and claims associated with any such acts or omission by any other acting for, through, or as a result of Communication Opt..

12.0 Services, Utilities, Maintenance and Facilities

- 12.1 Windstream, at its sole cost and expense, shall maintain the customary building services; utilities (excluding telephone facilities), including janitor and elevator services, twenty-four (24) hours a day. Communication Opt. shall be permitted to have a single-line business telephone service for the Collocation Space subject to applicable Windstream tariffs.
- 12.2 Windstream will provide negative DC and AC power, back-up power, heat, air conditioning, ventilation and other environmental support necessary for Communication Opt. equipment, in the same manner that it provides such support items for its own equipment within that Wire Center. Additionally, Windstream shall provide smoke/fire detection and any other building code requirements.
- 12.3 Windstream shall maintain the exterior of the Building and grounds, and all entrances, stairways, passageways, and exits used by Communication Opt. to access the Collocation Space.
- 12.4 Windstream agrees to make, at its expense, all changes and additions to the Collocation Space required by laws, ordinances, orders or regulations of any municipality, county, state or other public authority including the furnishing of required sanitary facilities and fire protection facilities, except fire protection facilities specially required because of the installation of telephone or electronic equipment and fixtures in the Collocation Space.
- 12.5 Windstream will not provide Communication Opt. with guaranteed parking. Communication Opt. is required to park in public parking.
- 12.6 Where available without a security escort, Windstream shall provide access to eyewash stations, bathrooms, and drinking water within the collocated facility on a twenty-four (24) hours per day, seven (7) days per week basis for Communication Opt. personnel and its designated agents. Immediate access will be given to eyewash stations in an emergency situation. In situations which require a security escort, Communication Opt. shall be assessed the appropriate security escort fees.

13.0 Compliance with Laws

- 13.1 Communication Opt. and all persons acting through or on behalf of Communication Opt. shall comply with the provisions of the Fair Labor Standards Act, the Occupational Safety and Health Act, and all other applicable federal, state, county, and local laws, ordinances, regulations and codes (including identification and procurement of required permits, certificates, approvals and inspections) in its performance hereunder.

14.0 Rates and Charges

14.1 Communication Opt. shall pay for Collocation Space(s) according to the rates contained in Exhibit A attached hereto. Any collocation element requested by Communication Opt., or that is needed for the operation of Communication Opt.'s collocation space, not contained in this Attachment or Exhibit A: Collocation Pricing will be handled on a individual case basis ("TCB").

14.2 Application Fee

Communication Opt. shall submit to Windstream an Application fee to cover the work involved in developing a quotation for Communication Opt. for the total costs involved in its collocation request for one (1) Wire Center. Communication Opt. must pay the Application Fee to Windstream prior to Windstream beginning any collocation work for Communication Opt.. The Application Fee is non-refundable.

14.3 Subsequent Application Fee

Windstream requires the submission of an Application Fee for modifications to an existing arrangement.

14.4 Buildout Space Preparation Fee

The Space Preparation Fee is a one-time fee, assessed per arrangement, per location. It recovers costs associated with the shared physical collocation area within a central office, which include survey, engineering, design and building modification costs. This charge may vary depending on the location and the type of arrangement requested.

14.5 Cable Installation Fee

The Cable Installation Charge applies for each cable ordered within a location. Cable installation involves activities associated with pulling the fiber cable from the interconnection point to the terminating equipment or the vault, installing fire retardant riser cable, and splicing the entrance fiber cable to the riser cable. The Cable Installation Charge will not apply on subsequent orders within the same location for Communication Opt. if Communication Opt. and Windstream jointly determine that efficient cable facilities exist to accommodate the subsequent Physical Collocation arrangement(s).

14.6 Cable Support Structure

The Cable Support Structure monthly recurring charge applies for the use of conduit from the point of interconnection to the cable vault or other central office entrance, and for entrance and riser cable rack space.

14.7 Floor Space

The floor space charge includes charges for lighting, heat, air conditioning, ventilation, amperage and other allocated expenses associated with maintenance of the Central Office. When walls or other divider encloses the Collocation Space, Communication Opt. shall pay floor space charges based upon the number of square feet so enclosed. Floor space charges are due beginning with the date on which Windstream releases the Collocation Space for occupancy or on the date Communication Opt. first occupies the Collocation Space, whichever is sooner.

14.8 Power

This provides 48 volt DC A and B power and ground feeds from the local power panel to Communication Opt.'s collocated space. Power feeds are provided in forty (40) ampere increments. A separate ground cable for the Communication Opt. collocated space will also be provided.

14.9 Security Escort

A security escort will be required whenever Communication Opt. or its approved agent desires access to the entrance manhole or must traverse a restricted area within Windstream's central office. Rates for a Windstream security escort are assessed in one-half (1/2) hour increments according to the schedule appended hereto as Exhibit A: Collocation Pricing. A request resulting in the dispatch of a Windstream employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of three (3) hours.

15.0 Insurance

15.1 Communication Opt. shall, at its sole cost and expense, procure, maintain, pay for and keep in force the insurance as specified in this Section underwritten by insurance companies licensed to do business in the state where physical collocation is offered, and Communication Opt.'s insurance company's rating need not be higher than what Windstream requires of its own underwriters. So long as Communication Opt. has assets that equal or exceed ten billion dollars (\$10,000,000,000.00) all or any portion of the insurance required may be effected by a plan of self-insurance. As appropriate, Windstream shall be named as an additional insured and/or as a loss payee on all applicable policies.

15.2 Types of Coverage and Limits

15.2.1 Commercial general liability, including contractual liability, insuring against liability for personal injury and property damage in an amount not less than one million dollars (\$1,000,000.00) combined single limit per occurrence, naming Windstream as an additional insured. The insurance shall also contain coverage for bodily injury and property damage, with a policy aggregate of not less than one million dollars (\$1,000,000.00). Said coverage shall include premises operations, independent contractors, products/completed operations, broad form property, and personal injury endorsements.

15.2.2 Umbrella/excess liability coverage in an amount not less than five million dollars (\$5,000,000.00) excess of coverage specified in § 15.2.1 proceeding.

15.2.2 Statutory Workers Compensation coverage and Employers Liability coverage in an amount not less than one million dollars (\$1,000,000.00) each employee by accident and disease.

15.2.3 Communication Opt. may elect to purchase business interruption and contingent business interruption insurance, having been advised that Windstream assumes no liability for loss of profit or revenues should an interruption of service occur.

15.2.4 All risk property coverage on a full replacement cost basis insuring all of Communication Opt.'s personal property situated on or within Windstream location(s). Communication Opt. may also elect to purchase business interruption or contingent business interruption insurance, knowing that Windstream has no liability for loss of profit or revenues should an interruption of service occur.

15.2.5 Communication Opt. may purchase and secure such other and further insurance coverage as it may deem prudent and the Parties shall cooperate with each other and their

respective insurance providers to review and coordinate such insurance coverage so as to avoid unneeded or duplicative coverage.

- 15.3 The limits set forth in § 15.2 above may be increased by Windstream from time to time during the term of the Attachment upon thirty (30) days notice to Communication Opt. to at least such minimum limits as shall then be customary with respect to comparable occupancy of Windstream structures.
- 15.4 All policies purchased by Communication Opt. shall be deemed to be primary and not contributing to or in excess of any similar coverage purchased by Windstream.
- 15.5 All insurance must be in effect on or before the date equipment is delivered to Windstream's Central Office and shall remain in effect for the term of this Attachment or until all Communication Opt. property has been removed from Windstream's Central Office, whichever period is longer. If Communication Opt. fails to maintain required coverage, Windstream may pay the premiums thereon and seek reimbursement of it from Communication Opt..
- 15.6 Communication Opt. releases Windstream from and waives any and all right of recovery, claim, action or cause of action against Windstream, its agents, directors, officers, employees, independent contractors, and other representatives for any loss or damage that may occur to equipment or any other personal property belonging to Communication Opt. or located on or in the space at the instance of Communication Opt. by reason of fire or water or the elements or any other risks would customarily be included in a standard all risk casualty insurance policy covering such property, regardless of cause or origin, including negligence of Windstream, its agents, directors, officers, employees, independent contractors, and other representatives. Property insurance on Communication Opt. fixtures and other personal property shall contain a waiver of subrogation against Windstream, and any rights of Communication Opt. against Windstream for damage to Communication Opt. fixtures or personal property are hereby waived. Communication Opt. may also elect to purchase business interruption and contingent business interruption insurance, knowing that Windstream has no liability for loss of profit or revenues should an interruption of service occur.
- 15.7 Communication Opt. shall submit certificates of insurance and copies of policies reflecting the coverage specified above prior to the commencement of the work called for in this Attachment. Communication Opt. shall arrange for Windstream to receive thirty (30) days advance written notice from Communication Opt. insurance company(ies) of cancellation, non-renewal or substantial alteration of its terms.
- 15.8 Communication Opt. must also conform to the recommendation(s) made by Windstream's insurance company.
- 15.9 Failure to comply with the provisions of this Section will be deemed a material violation of this Attachment.

16.0 Windstream's Right of Way

- 16.1 Windstream, its agents, employees, and other Windstream-authorized persons shall have the right to enter the Collocation Space at any reasonable time to examine its condition, make repairs required to be made by Windstream hereunder, and for any other purpose deemed reasonable by Windstream. Windstream may access the Collocation Space for purpose of averting any threat of harm imposed by Communication Opt. or its equipment or facilities upon the operation of Windstream equipment, facilities and/or personnel located outside of the Collocation Space. If routine inspections are required, they shall be conducted at a mutually agreeable time.

ATTACHMENT 8: VIRTUAL COLLOCATION

1.0 Service Description

- 1.1 This Attachment sets forth terms and conditions that provide Communication Opt. the capability to collocate Customer provided transmission, concentration and multiplexing equipment at a Windstream wire center or other designated Windstream premises for use as permitted under this contract or other authorized uses provided pursuant to applicable tariffs. Communication Opt. may terminate basic fiber optic transmission facilities at Windstream's premises for connection to their designated equipment or may lease facilities from Windstream. The terms and conditions of Attachment 8: Virtual Collocation, are in addition to those of the General Terms and Conditions, that are applicable to the direct interconnection arrangements, maintenance, repair, and support of the direct interconnection of Communication Opt.'s network to Windstream's network at specific locations established in accordance with the terms of this Attachment (Windstream Virtual Collocation Service). To the extent that any provisions of this Attachment are inconsistent with the applicable express requirements, if any, of the FCC rules on collocation and other applicable law, the Parties agree to amend this Attachment so as to conform it to the applicable express requirements of the FCC rules and other applicable law.
- 1.2 Windstream Virtual Collocation Service is provided at central offices, tandems or remote nodes/switches designated by Windstream ("Locations"). Communication Opt. will install fiber optic cable up to a Windstream designated Interconnection Point(s) (IP) that will be located outside of the Location, such as a manhole, as indicated and defined in the Attachment Network Interconnection. Communication Opt. will provide Windstream sufficient length of fiber at the Interconnection Point to extend between the IP and the Location (Entrance Fiber). Windstream will purchase the Entrance Fiber under the provisions of 2.1 following, and will install the Entrance Fiber into the Location for connection to the Virtual Collocation transmission equipment that may be allowed under this Attachment. If multiple entry points are available, and Communication Opt. so desires, multiple entry points will be provided to Communication Opt..
- 1.3 Windstream Virtual Collocation Service will be made available subject to the availability of space and facilities in each Location.
- 1.4 General provisions, rates and charges applicable to all Windstream Virtual Collocation Services are contained in this Attachment.

2.0 General Provisions

- 2.1 In order to ensure the compatibility of the transmission capabilities of the facilities and equipment used in the provision of Windstream Virtual Collocation Service, such equipment and facilities, including the Entrance Fiber, associated riser cable/fiber, terminal transmission equipment, plug-ins, software, unique tools and test equipment will be provided by Communication Opt..
- 2.2 Title
 - 2.2.1 Communication Opt. agrees to sell to Windstream all the equipment and support structure components required to provision and maintain/repair Windstream Virtual Collocation on an ongoing basis, for the sum of one dollar (\$1.00).
 - 2.2.2 Upon the termination or expiration of this Agreement or any Virtual Collocation arrangement, Windstream agrees to sell to Communication Opt. for the sum of one dollar (\$1.00), all the equipment and support structure components which were sold to Windstream pursuant to §2.2.1 above.

- 2.2.3 This Agreement does not convey to Communication Opt. any right, title, or interest in Windstream facility; interconnection space; cable space; cable racking; vault or conduit space used in the provisioning of a Windstream Virtual Collocation arrangement.
- 2.3 The Parties will designate the IP in proximity to the premises, which is normally an entrance manhole. Windstream reserves the right to prohibit all equipment and facilities, other than cable, within its entrance manholes. No splicing will be permitted in the entrance manhole. Communication Opt. must provide a length of underground fiber optic cable in the entrance manhole specified by Windstream which is of sufficient length to be pulled through the conduit and into the cable vault splice locations. Communication Opt. is responsible for placement of the fiber optic facility within the manhole and for the maintenance of the fiber optic cable(s) on Communication Opt.'s side of the IP. Before placing the fiber optic facility in the manhole, Communication Opt. will contact Windstream for instructions. Communication Opt. agrees to comply with the Windstream's safety and security rules. Access to the manhole is covered by the terms and conditions as may be specified by Windstream.
- 2.4 Windstream will pull the Entrance Fiber from the IP to the cable vault where the cable will be spliced to fire retardant riser cable, which Windstream will install.
- 2.5 Communication Opt. must provide the fiber transmission equipment that Windstream will purchase and use pursuant to paragraph 2.1 preceding to provision the Windstream Virtual Collocation Service. Communication Opt. provided equipment must comply with the Bellcore Network Equipment Building System (NEBS) General Equipment Requirements and National Electrical Code standards. Additionally, this equipment must comply with any local, state or federal statutory and/or regulatory requirements in effect at the time or subsequent to equipment installation.
- 2.6 Communication Opt. is responsible for providing the fiber transmission equipment, e.g., fiber optic terminals, DS3/DS1 channelization equipment, fiber terminating device. Communication Opt. must also specify all software options for the transmission equipment and associated plug-ins. In addition, Communication Opt. shall provide the following:
- 2.6.1 All necessary plug-ins/circuit packs (both working and spare) including any required options that must be physically set on the plug-ins.
- 2.6.2 All unique tools and test equipment.
- 2.6.3 Initial and subsequently added equipment should be sized and equipped to handle a minimum of 12 months forecasted growth.
- 2.6.4 Rack mounted storage unit to house spare plug-ins, tools, and test equipment. Any desired equipment for remote monitoring and control.
- 2.6.5 Fuse panel(s) with sufficient capacity for all Windstream Virtual Collocation transmission equipment.
- 2.6.6 Network facility rack(s), i.e., relay racks, to mount all of the above referenced equipment and Company-provided interconnection panel(s).
- 2.7 Any equipment provided under §2.5 preceding shall be provided to Windstream in accordance with §2.1 preceding.
- 2.8 Performance monitoring alarm monitoring and software cross-connect control of all facilities and equipment used in provisioning an arrangement will be the responsibility of Communication Opt..

Communication Opt. will be responsible for initiating maintenance/repair requests for said facilities and equipment, pursuant to §8.0 following.

- 2.9 If Communication Opt. desires Windstream to provide the transport for monitoring and control functions, such transport will be ordered and billed pursuant to the applicable Windstream service tariff provisions.
- 2.10 Windstream will have responsibility for installation and maintenance/repair of the facilities and equipment used to provide Virtual Collocation from the IP up to and including the fiber transmission equipment.
- 2.11 Windstream will work cooperatively with Communication Opt. to facilitate joint testing and maintenance/repair related activities.
- 2.12 Communication Opt. will be responsible for notifying Windstream of significant outages of any portion of its network, which could impact or degrade Windstream switches and services. Communication Opt. will also provide, if possible, an estimated time for restoral.
- 2.13 Troubles reported to or observed by Communication Opt. should be tested and isolated by Communication Opt. prior to reporting the trouble to Windstream.
- 2.14 Windstream or a Windstream-authorized vendor must perform all installation work performed on behalf of Communication Opt.. Authorization procedures may be obtained from Windstream upon request.
- 2.15 Windstream will provide, at rates set forth in §13.0 following, dc Power with generator and/or battery back-up, heat, air conditioning and other environmental support to Communication Opt.'s designated equipment in the same standards and parameters required for Windstream equipment. Communication Opt. will provide Windstream with specifications for any non-standard or special requirements at the time of application. Windstream reserves the right to assess Communication Opt. any additional charges on an individual case basis associated with complying with the requirements or to refuse an application where extensive modifications are required.

3.0 Limitations on Provision of Service

- 3.1 The following provisions address Windstream Virtual Collocation Service interconnections to the Windstream network and service prohibitions for Windstream Virtual Collocation Service:
 - 3.1.1 Communication Opt. will not have access to the Windstream buildings, except as provided in §3.1.2 following.
 - 3.1.2 An Windstream security escort will accompany Communication Opt. from the interconnection point outside of the Windstream Virtual Collocation location. The security escort will be provided at Communication Opt.'s expense in accordance with charges described in §13.0 following.
 - 3.1.3 An Communication Opt. will not interconnect at less than DS1/DS3 level high capacity services within the Premises
- 3.2 Windstream is not responsible for the design, engineering, or performance of Communication Opt.'s designated termination equipment and Communication Opt. provided facilities for Virtual Collocation Service.

- 3.3 Windstream is not required to purchase additional plant or equipment, to relinquish floor space or facilities designated for internal use, to undertake construction of new wire centers or premises, or to construct additions to existing wire centers or premises to satisfy a Customer request.

4.0 Ordering Services

- 4.1 Communication Opt. shall complete and provide to Windstream a written application requesting a Windstream Virtual Collocation service arrangement and an application fee per request, per location. Details on the specific requirements of the requested Windstream Virtual Collocation arrangement, including interconnect drawings technical specifications, monitor and control design and other equipment related documentation, must be provided with the written application.
- 4.2 Windstream will process applications for Windstream Virtual Collocation arrangement on a first-come, first-serve basis by location as determined through the receipt of the application fee.
- 4.3 Windstream will accept letters of agency in conjunction with an application for Windstream Virtual Collocation.
- 4.4 Upon receipt of the application fee, Windstream will conduct the following design and planning activities:
- 4.4.1 Engineering record search and review to determine availability of conduit, rack, floor space and multiple entry points.
 - 4.4.2 Determination of requirements of the requested Windstream Virtual Collocation design.
 - 4.4.3 Administrative activities required to process the application.
- 4.5 Once Windstream has completed the design and planning activities, Communication Opt. will be informed of the floor space and power requirements. Within thirty (30) days Windstream will provide to Communication Opt. a list of vendors certified to perform equipment installations.
- 4.6 Communication Opt. shall have thirty (30) days from receipt of the information to place a firm order.
- 4.7 Windstream's engineering and other labor time associated with establishing and maintaining Windstream Virtual Collocation Service will be billed under the provisions of §10.0 following.
- 4.8 Communication Opt. agrees to meet with Windstream on an as needed basis to review the design and work plans and schedules for the installation of the equipment and facilities. Communication Opt. is responsible for ordering electronics. Windstream is responsible to provide installation within a thirty (30) day interval once Windstream has taken receipt of the electronics.

5.0 Service Activation

- 5.1 Windstream will notify Communication Opt. in writing upon completion of the installation work and prior to activating the Windstream Virtual Collocation arrangement.

- 5.2 Windstream will provide Communication Opt. with the circuit identifications associated with the terminating transmission equipment as well as specific location of the equipment, e.g., Windstream Virtual Collocation location, bay location, shelf, etc., at the time of installation.
- 5.3 Windstream will utilize existing test equipment, or Communication Opt. unique test equipment, for acceptance and repair in cooperation with Communication Opt..

6.0 Training

- 6.1 If Communication Opt. selects terminating transmission equipment hardware and/or software which is not currently in use in the Windstream location where Windstream Virtual Collocation will be provided, Communication Opt. will be responsible for payment of the charges as set forth in Appendix A following, for any necessary training for Windstream personnel needed to repair said equipment. Additionally, Communication Opt. will be responsible for payment of any applicable tuition fees associated with said training.
- 6.2 In the event that Communication Opt. does not provide the necessary training to enable Windstream personnel to repair said equipment, Windstream may call a certified vendor to make repairs of said equipment. Communication Opt. will reimburse Windstream for any charges submitted by the certified vendor for repair of said equipment. In addition, charges for security escort will apply as set forth in Appendix A following.

7.0 Inspections

- 7.1 Communication Opt. shall call to schedule a time to enter the Windstream Virtual Collocation location(s) for the purpose of inspecting the terminating transmission equipment dedicated for its use. An Windstream security escort will accompany Communication Opt. during said inspections at the expense of Communication Opt.. Security escort rates are as set forth in Exhibit A following.

8.0 Maintenance

- 8.1 Except in emergency situations, the fiber optic cable facilities and terminating transmission equipment will be maintained/repared only upon request of Communication Opt.. In an emergency, Windstream will use reasonable efforts to notify Communication Opt., but nevertheless may perform such maintenance/repair as deemed necessary without prior notification or request. When initiating maintenance/repair requests on equipment, Communication Opt. must provide Windstream with the associated circuit identifications and specific location of the Windstream Virtual Collocation equipment, as well as a detailed description of the trouble. Charges for maintenance/repair performed upon request from, or on behalf of, Communication Opt. will be billed to Communication Opt. on a time and material basis. No charges will be assessed to Communication Opt. for maintenance if said maintenance is required as a result of negligence or willful misconduct on the part of Windstream or from incidental damage resulting from Windstream activities. Communication Opt. is responsible for providing equipment required for maintenance/repair spares under the terms of §2.0 of this Attachment.
- 8.2 All maintenance/repair on Windstream Virtual Collocation terminating transmission equipment will be performed by Windstream.

9.0 Insurance and Liability Requirements

- 9.1 Risk of loss with respect to the collocation equipment shall remain with Communication Opt. throughout the term of this Agreement, and Communication Opt. shall obtain and maintain insurance in such amounts and with respect to such coverage as to adequately compensate Communication Opt. in the event of loss or damage to the equipment. Communication Opt. shall assure that any such insurance policies provide for a waiver of subrogation by the insurer with respect to any such loss.

10.0 Rate Elements

- 10.1 Communication Opt. shall pay for Collocation Space(s) according to the rates contained in Exhibit A attached hereto. Any collocation element requested by Communication Opt., or that is needed for the operation of Communication Opt.'s collocation space, not contained in this Attachment or Exhibit A: Collocation Pricing will be handled on a individual case basis ("ICB").
- 10.2 An Application Fee in the amount specified in Appendix A following must be submitted with Communication Opt.'s application for Windstream Virtual Collocation Service. The first-come, first-served policy of processing applications for Windstream Virtual Collocation arrangements will be determined based upon the order of receipt of applications for Windstream Virtual Collocation Service along with the Application Fee. The Application Fee will be used for design and planning activities which include an engineering record search for conduit, rack, and floor space availability and a determination of requirements for the requested Windstream Virtual Collocation design. An Application Fee is required with each Windstream Virtual Collocation arrangement application submitted per location. If more than one Windstream Virtual Collocation arrangement is ordered at the same location on the initial Windstream Virtual Collocation arrangement application, then only one Application Fee will apply. A subsequent application for an additional arrangement within the same location must be submitted with another Application Fee.
- 10.3 The Cable Installation Charge applies for each Windstream Virtual Collocation cable ordered within a location. Cable installation involves activities associated with pulling the Entrance Fiber from the IP to the Windstream Virtual Collocation Service fiber equipment, installing fire retardant riser cable, and splicing the entrance fiber cable to the riser cable. Payment of the Cable Installation Charge must be made prior to Windstream commencing work on the Windstream Virtual Collocation arrangement work order. The Cable Installation Charge will not apply on subsequent Windstream Virtual Collocation arrangement orders within the same location for Communication Opt. if the Parties jointly determine that efficient cable facilities exist to accommodate the subsequent Windstream Virtual Collocation Service.
- 10.4 The Cable Support Structure monthly recurring charge applies for the use of conduit from the IP to the cable vault or other central office entrance, and for entrance and riser cable rack space.
- 10.5 The DC power charge is a monthly recurring charge associated with the provision of DC power to Communication Opt.'s designated equipment for virtual collocation. The DC power charge applies on a per 40 amp increment.
- 10.6 The maintenance charge is a monthly recurring charge associated with maintenance of the Customer designated termination equipment. The charge is applicable per base module.
- 10.7 The engineering/installation charge is associated with work performed by Windstream to determine space requirements, engineer adequate amounts of power to the equipment, and ensure adequate fire protection and install Customer designated termination equipment for virtual collocation. An engineering/installation charge is applicable for the installation of the base unit and each DSX or OCN card.

- 10.8 A security escort is provided to Communication Opt. whenever Communication Opt., or approved agent, desires access to the entrance manhole or to inspect the fiber transmission equipment. Charges for a security escort are assessed in half-hour increments as Basic, Overtime, or Premium Time charges. A request resulting in the dispatch of a Windstream employee at a time not consecutive with the employee's scheduled work period is subject to a minimum charge of three hours.
- 10.9 When the leased equipment (hardware and/or software) is identical to that already in use in the Windstream location no training charges are applicable. When Communication Opt. equipment (hardware and/or software) is not identical to that already in use in the Windstream location, charges as set forth in Appendix A are applicable.

EXHIBIT A: COLLOCATION PRICING

DESCRIPTION	PHYSICAL		VIRTUAL	
	Recurring	NRC	Recurring	NRC
Application Fee - per Arrangement, per C.O.		\$4,066.01		\$4,066.01
Major Augment Fee - per Arrangement, per C.O.		\$2,444.16		\$2,444.16
Minor Augment Fee - per Arrangement, per C.O.		\$386.55		\$386.55
Space Preparation Fee - per Sq. Ft.		ICB		ICB
Additional Engineering Fee		ICB		ICB
Maintenance Charge		ICB		ICB
Cable Installation Fee - per Cable		\$2,073.91		\$2,073.91
Entrance Facility for Fiber Termination (WIN Pulls)	ICB	ICB	ICB	ICB
Entrance Cables				
Per 2 Fibers	\$3.32		\$3.32	
FDF to Collocator - Per 2 Fibers	\$4.51		\$4.51	
Conduit per duct foot	\$0.03		\$0.03	
Cable Support Structure - 50 Feet	\$6.32		\$6.32	
DC Power: (5 Amp minimum)				
Per Amp	\$15.16	\$18.38	\$15.16	\$18.38
Power Cable, per foot	\$0.17		\$0.17	
Floor Space				
Floor Space - per Sq. Ft.	\$1.41			
Cage Construction and Materials - per Sq. Ft.	\$1.25			
Building Modification per site	\$154.00			
Cross-Connects (Facility Termination)				
Per DSO Connection (2-Wire)	\$0.54		\$0.54	
Per DSO Connection (4-Wire)	\$1.09		\$1.09	
Installation: 2- and 4-Wire		\$97.32		\$97.32
Per DS1 Connection	\$4.48		\$4.48	
Installation: DS1		\$184.71		\$184.71
Per Fiber Connection	\$23.65	\$23.65	\$23.65	
Installation: Optic Connection		\$196.91		\$196.91
Direct Connection				
Fiber Cable, per Foot	\$0.07			
- with Initial Application		\$747.64		
- subsequent to Application		\$718.57		
Copper or Coaxial Cable, per Foot	\$0.05			
- with Initial Application		\$747.64		
- subsequent to Application		\$718.57		
DESCRIPTION	PHYSICAL		VIRTUAL	
Security Access Charge				

Basic Time (per 1/2 hour)		\$24.40		\$24.40
Overtime (per 1/2 hour)		\$36.60		\$36.60
Premium (per 1/2 hour)		\$48.80		\$48.80
Additional Access Cards (per card)		\$10.00		\$10.00
Training Charge				
Per Trainee Per Day Living Expenses		ICB		ICB
Air Fare/Travel Expense Per Trip		ICB		ICB
Training Materials/Fees		ICB		ICB
Trainer, First ½ Hour and Each Additional ½ or a Fraction Thereof				
Basic Time (per 1/2 hour)		\$24.40		\$24.40
Overtime (per 1/2 hour)		\$36.60		\$36.60
Premium (per 1/2 hour)		\$48.80		\$48.80
Other Charges – Applies to items not listed in Exhibit A: Collocation Pricing.	ICB	ICB	ICB	ICB

ATTACHMENT 9: INTENTIONALLY LEFT BLANK

ATTACHMENT 10: INTENTIONALLY LEFT BLANK

ATTACHMENT 11: INTENTIONALLY LEFT BLANK

ATTACHMENT 12: COMPENSATION

1.0 Introduction

- 1.1 For purposes of compensation under this Agreement, the traffic exchanged between the Parties will be classified as one of four types: Local Traffic, ISP Bound Traffic, IntraLATA Interexchange Traffic, InterLATA Interexchange Traffic, or Transit Traffic. The Parties agree that, notwithstanding the classification of traffic by Communication Opt. with respect to its End Users, the classification of traffic provided in this Agreement shall control with respect to compensation between the Parties under the terms of this Agreement. The provisions of this Attachment shall not apply to services provisioned by Windstream to Communication Opt. as local Resale Services.
- 1.2 Calls originated by Communication Opt. and terminated to Windstream (or vice versa) will be classified as "Local Traffic" under this Agreement if: (i) the call originates and terminates in the same Windstream Exchange; or (ii) originates and terminates within different Windstream Exchanges that share a common mandatory local calling area, e.g., mandatory Extended Area Service (EAS), mandatory Extended Local Calling Service (ELCS), or other like types of mandatory expanded local calling scopes as specified or defined by Windstream tariffs. ISP Bound Traffic is not included in the compensation of Local Traffic. The terms "originate" and "terminate" refer to the end points of the call, regardless of the classification of the Party's End User.
- 1.3 The Parties agree to reciprocally exchange ISP Bound Traffic between their networks. Each Party shall bill its end-users for such ISP Bound Traffic and will be entitled to retain all revenues from such ISP Bound Traffic without payment or further compensation to the other Party.
- 1.4 Traffic, other than ISP Bound Traffic and Local Traffic, shall be terminated to a Party subject to that Party's tariffed access charges.
- 1.5 The Parties agree that all traffic, other than ISP Bound Traffic and Local Traffic, that is terminated on the public switched network, regardless of the technology used to originate or transport such traffic, including but not limited to Voice Over Internet Protocol (VoIP), will be assessed either interstate or intrastate (depending on the end points of the call) terminating charges at the rates provided in the terminating Party's access tariff.
- 1.6 By entering into this Agreement, both Parties expressly reserve the right to advocate their respective positions before state and/or federal regulatory bodies, whether in complaint dockets, arbitrations under Section 252 of the Act, rulemaking dockets, or in any legal challenges stemming from such proceedings with regard to the treatment of Voice Over Internet Protocol (VoIP) traffic for intercarrier compensation purposes.
- 1.7 The Parties agree that until the FCC enters a final, binding, and non-appealable order ("Final Order") determining the appropriate compensation mechanism for VoIP traffic, the Parties shall exchange traffic and compensate each other in accordance with Section 1.5. At such time as a Final Order becomes applicable, the Parties agree to amend this Agreement to conform with the findings of the Final Order.

2.0 Responsibilities of the Parties

- 2.1 Each Party will be responsible for the accuracy and quality of the data it submits to the other Party.

- 2.2 Each Party will provide the other Party the originating Calling Party Number (CPN) with respect to each call terminated on the other Party's network to enable each Party to issue bills in a complete and timely fashion. All CCS signaling parameters will be provided including CPN.
- 2.3 Neither Party shall strip, modify or alter any of the data signaling or billing information provided to the other Party. In the event a Party strips, modifies or alters any of the data signaled or strips, modifies or alters any of the billing information provided to the other Party, such event will be a material breach of this Agreement.
- 2.4 Each Party shall identify and make available to the other Party, at no additional charge, a contact person for the handling of any billing questions or problems that may arise during the implementation and performance of this Attachment.
- 2.5 All calls exchanged without CPN will be billed as IntraLATA Interexchange Traffic, if the failure to transmit CPN is not caused by technical malfunctions. In the event that technical malfunctions result in lack of transmission of CPN, the Parties will cooperate in attempting to resolve such technical malfunctions and the Parties will develop and utilize mutually agreeable surrogate methods for determining compensation that shall be utilized until the technical malfunctions are resolved.

3.0 Reciprocal Compensation for Termination of Local Traffic

- 3.1 Each Party will be compensated for the exchange of Local Traffic, as defined in §1.2 of this Attachment, in accordance with the provisions of §3.0.
- 3.2 The Parties agree to reciprocally exchange Local Traffic between their networks. Each Party shall bill its end-users for such traffic and will be entitled to retain all revenues from such traffic without payment of further compensation to the other Party.
- 3.3 Upon data submitted by one of the Parties, and agreed to by the other Party, supporting the level of traffic exchanged between the Parties is out of balance using a ratio of 60%/40% for three (3) consecutive months (one Party originates 60% or more of the traffic exchanged), the parties agree to the reciprocal compensation minute of use rates pursuant to Appendix B: Price List.
- 3.4 Any traffic utilizing the Public Switched Telephone Network, regardless of transport protocol method, where the originating and terminating points (end-to-end points), are in different local calling areas as defined by the terminating Party and delivered to the terminating Party using switched access services shall be considered Switched Access Traffic. The traffic described herein shall not be considered Local Traffic. Irrespective of origination or transport protocol method used, a call that originates in one local calling area and terminates in another local calling area (i.e. the end-to-end points of the call) shall not be compensated as Local Traffic.

4.0 Compensation for Transit Traffic

- 4.1 Windstream shall provide tandem switching and transport services for Communication Opt.-originated Transit Traffic where Windstream has agreed to provide Transit Traffic Services. Windstream shall bill Communication Opt. for Transit Traffic originated by Communication Opt. at the rates as set forth in Appendix B: Price List. The Parties agree that Transit Traffic Services are not a 251 requirement pursuant to federal law and are voluntarily being provided by Windstream to Communication Opt..
- 4.2 Windstream agrees to provide, where available, industry standard Exchange Message Interface (EMI) call detail records associated with Transit Traffic sufficient for billing purposes within

forty-five (45) days after such usage occurs. So long as Communication Opt. routes its Transit Traffic destined for Third Party Terminating Carriers in accordance with the LERG and this Agreement, Windstream agrees to deliver Communication Opt.-originated Transit Traffic to the Third Party Terminating Carriers to the extent the Third Party Terminating Carriers are interconnected with Windstream's tandem and Windstream is not prohibited from delivering such traffic to such Third Party Terminating Carriers. So long as Third Party Originating Carriers properly route their Transit Traffic destined for Communication Opt. in accordance with the LERG and in accordance with terms and conditions of an applicable Windstream tariff or a written agreement with Windstream for Transit Traffic Service, Windstream agrees to deliver Transit Traffic originated by a Third Party Originating Carrier to Communication Opt..

Notwithstanding the foregoing, Communication Opt. and any third parties are responsible for negotiating and executing any appropriate contractual arrangements between themselves for the exchange of Transit Traffic through the Windstream network. Windstream will not be liable for any compensation to the Third Party Terminating Carriers for Communication Opt.-originated Transit Traffic. Windstream will not be liable for any compensation to Communication Opt. for Transit Traffic received by Windstream from Third Party Originating Carriers. Amounts that the Communication Opt. bills to Windstream under other agreements shall not include any minutes of use for Transit Traffic.

The existing interconnection facilities between Communication Opt. and Windstream may not be utilized by the Parties for the routing of Transit Traffic. Separate transit facilities must be established for the routing of transit traffic. Communication Opt. will pay 100% of the facility costs used for the routing of Transit Traffic. Communication Opt. originated traffic terminating to a Windstream retail customer may not be routed on the Transit Facility.

- 4.3 Windstream will provide Communication Opt. call detail records upon election, as identified below, to receive these records on a once per month transmission from Windstream.

Communication Opt. Requests Windstream to Provide Call Detail Records: X
Communication Opt. Requests Windstream to Not Provide Call Detail Records:

- 4.4 When Communication Opt. requests Windstream to provide call detail records for billing to the originating third party, Communication Opt. agrees to pay Windstream a one time charge, as identified in Appendix B: Price List, for the all system modifications required to provide these records. This one time charge will be billed to Communication Opt. on the initial bill containing Transit Traffic Service. Communication Opt. agrees not to dispute this charge when billed.
- 4.5 When Communication Opt. requests Windstream to provide call detail records, Windstream shall provide industry standard call detail records to Communication Opt. as the terminating carrier for Third Party Originating Transit Traffic that Windstream delivers to Communication Opt., for billing purposes. Windstream shall not be liable for any compensation to Communication Opt. or any Third Party Originating Carrier Transit Traffic service. Communication Opt. is solely responsible for negotiating and executing any appropriate contractual arrangements with the third party carrier for the exchange of Third Party Originating Carrier Transit Traffic through the Windstream network.
- 4.6 When Communication Opt. requests Windstream to provide call detail records, Windstream will provide these call detail records one time each month for each Windstream operating company to Communication Opt. at no charge. If Communication Opt. requests additional copies of these call detail records, Communication Opt. will pay Windstream a per record charge as listed in Appendix B: Price List. This per record charge will be billed to Communication Opt. on the next bill containing Transit Traffic Service.

- 4.7 Prior to either Party providing transit traffic services to the other, the Party requesting transit service must provide notice to the other Party.
- 4.8 All traffic, other than Local Traffic, that transits a tandem will be classified and treated as Meet-Point Billing Traffic, unless otherwise agreed in writing between the Parties.

5.0 Compensation for Termination of IntraLATA and Interstate Interexchange Traffic

- 5.1 Compensation for termination of intrastate IntraLATA Interexchange service traffic will be at the terminating access rates for Message Telephone Service (MTS) and originating access rates for 800 Service, including the Carrier Common Line (CCL) charge, as set forth in the relevant Party's intrastate access service tariff or price list. Compensation for termination of interstate IntraLATA intercompany traffic will be at the terminating access rates for MTS and originating access rates for 800 Service including the CCL charge, as set forth in the relevant Party's interstate access service tariff.
- 5.2 In the event that Communication Opt. does not have a filed IntraLATA Interexchange tariff for access service, Communication Opt. agrees to utilize rates that do not exceed Windstream's tariffed access rates.

6.0 Compensation for Origination and Termination of Switched Access Service Traffic to or from an IXC (Meet-Point Billing (MPB) Arrangements)

- 6.1 Compensation for termination of interstate InterLATA intercompany traffic will be at access rates as set forth in the relevant Party's applicable interstate access tariffs.
- 6.2 In the event that Communication Opt. does not have a filed IntraLATA Interexchange tariff or price list for access service, Communication Opt. will utilize rates that do not exceed Windstream's tariffed access rates.
- 6.3 The Parties will each establish their respective MPB arrangements applicable to its provision of switched access services to Interexchange Carriers via its access tandem switch and such arrangements will be in accordance with the MPB guidelines adopted by and contained in the Ordering and Billing Forum's MECOD and MECAB documents. Except as modified herein, MPB arrangements will be determined during joint network planning.
- 6.4 Each Party will maintain provisions in its federal and state access tariffs, or provisions within the National Exchange Carrier Association (NECA) Tariff No. 4, or any successor tariff, sufficient to reflect the MPB arrangements, including MPB percentages, developed in accordance with this Agreement.
- 6.5 As detailed in the MECAB document, the Parties will exchange all information necessary to accurately, reliably and promptly bill third parties for Switched Access Services jointly handled by the Parties via the MPB arrangement. The Parties will exchange the information in Exchange Message Interface (EMI) format, on magnetic tape or via a mutually acceptable electronic file transfer protocol. The initial billing company (IBC) will provide the information to the subsequent billing company within ten (10) days of the IBC bill date. A Party that fails to deliver the billing data will be liable to the other for the amount of associated unbillable charges, if any.
- 6.6 If MPB data is not submitted to the other within ten (10) days of the IBC bill date or is not in the standard EMI format, and if as a result the other Party is delayed in billing the IXC for the appropriate charges it incurs, the delaying Party shall pay the other Party a late MPB data delivery charge which will be the total amount of the delayed charges times the highest interest rate (in

decimal value) which may be levied by law for commercial transactions, compounded daily for the number of days from the date the MPB charges should have been received, to and including the date the MPB charge information is actually received. When the receiving Party has requested a delay in transmission of the records, a MPB data delivery charge will not be assessed.

- 6.7 Windstream and Communication Opt. will coordinate and exchange the billing account reference ("BAR") and billing account cross reference ("BACR") numbers for the MPB arrangements described in this Agreement. Each Party will notify the other if the level of billing or other BAR/BACR elements change and results in a new BAR/BACR number.
- 6.8 Billing to Interexchange carriers for the switched access services jointly provided by the Parties via the MPB arrangement will be according to the multiple bill multiple tariff method. As described in the MECAB document, each Party will render a bill in accordance with its tariff for its portion of the service. Each Party will bill its own network access service rates to the IXC. The Party that provides the end office switching will be entitled to bill any residual interconnection charges ("RIC") and common carrier line ("CCL") charges associated with the traffic. In those MPB situations where one Party sub-tends the other Party's access tandem, only the Party providing the access tandem is entitled to bill the access tandem fee and any associated local transport charges. The Party that provides the end office switching is entitled to bill end office switching fees, local transport charges, RIC and CCL charges, as applicable.
- 6.9 MPB will also apply to all jointly provided traffic bearing the 900, 800 and 888 NPAs or any other non-geographical NPAs which may likewise be designated for such traffic where the responsible party is an IXC.
- 6.10 Each Party will provide the other a single point of contact to handle any MPB questions.

7.0 Billing Arrangements for Compensation for Termination of IntraLATA, Local Traffic

- 7.1 With respect to those Exchanges where Communication Opt. intends to provide Local Exchange Service, Communication Opt. will, at a minimum, obtain a separate NXX code for each Exchange or group of Exchanges that share a common Mandatory Local Calling Scope. At such time as both Parties have implemented billing and routing capabilities to determine traffic jurisdiction on a basis other than NXX codes separate NXX codes as specified in this paragraph will not be required. At such time as Communication Opt. requests Windstream to establish interconnection to enable Communication Opt. to provide Exchange Services, the Parties will determine the number of NXXs necessary to identify the jurisdictional nature of traffic for intercompany compensation. At such time as Communication Opt. requests additional points of interconnection, the Parties will appropriately define the number of NXXs necessary for the new interconnection points.
- 7.2 Bills rendered by either Party to the other will be due and payable as specified in the General Terms and Conditions, §8.0.

8.0 Alternate Billed Traffic

- 8.1 All call types routed between the networks must be accounted for, and revenues settled among the Parties. Certain types of calls will require exchange of billing records between the Parties including IntraLATA alternate billed calls (e.g. calling card, bill-to-third party, and collect records and LEC/CTU-provided Toll Free Service records). The Parties will utilize, where possible existing accounting and settlement systems to bill, exchange records and settle revenue.

- 8.1.1 The exchange of billing records for alternate billed calls (e.g., calling card, bill-to-third, and collect) will be through the existing CMDS processes, unless otherwise agreed to by the Parties in writing.
- 8.1.2 Inter-Company Settlements ("ICS") revenues will be settled through the Calling Card and Third Number Settlement System ("CATS"). Each Party will make its own arrangements with respect to participation in the CATS processes, through direct participation or a hosting arrangement with a direct participant.
- 8.1.3 Non-ICS revenue is defined as revenues associated with collect calls, calling card calls, and billed to third number calls which originate, terminate and are billed within the same Bellcore Client Company Territory. The Parties will negotiate and execute an agreement within 30 days of the execution of this Agreement for settlement of non-ICS revenue. This separate arrangement is necessary since existing CATS processes do not permit the use of CATS for non-ICS revenue. The Parties agree that the CMDS system can be used to transport the call records for this traffic.
- 8.1.4 Each Party will provide the appropriate call records to the other for toll free IntraLATA Interexchange Traffic, thus permitting each Party to bill its subscribers for the inbound Toll Free Service. Each Party may charge its tariffed rate for such record provision. No adjustments to data contained in tapes, disks or Network Data Mover will be made by a Party without the mutual Agreement of the Parties.

9.0 Issuance of Bills

- 9.1 Each Party shall establish monthly billing dates and the bill date will be the same day each month. All bills will be delivered to the other Party no later than ten (10) calendar days from the bill date and at least twenty (20) calendar days prior to the payment due date (as described in this Attachment), whichever is earlier. If a Party fails to receive a billing within the time period specified in this Section, the corresponding payment due date will be extended by the number of days the bill is late in being delivered.

ATTACHMENT 13: NUMBERING

1.0 Numbering

- 1.1 Nothing in this Section will be construed to limit or otherwise adversely impact in any manner either Party's right to employ or to request and be assigned any NANP numbers including, but not limited to, central office (NXX) codes pursuant to the Central Office Code Assignment Guidelines, or to establish, by tariff or otherwise, Exchanges and Rating Points corresponding to such NXX codes. Each Party is responsible for administering the NXX codes assigned to it.
- 1.2 Each Party agrees to make available to the other, up-to-date listings of its own assigned NPA-NXX codes, along with associated Rating Points and Exchanges.
- 1.3 It will be the responsibility of each Party to program and update its own switches and network systems to recognize and route traffic to the other Party's assigned NXX codes at all times. Neither Party will impose fees or charges on the other Party for such required programming and updating activities.
- 1.4 It will be the responsibility of each Party to input required data into the Routing Data Base Systems (RDBS) and into the Bellcore Rating Administrative Data Systems (BRADS) or other appropriate system(s) necessary to update the Local Exchange Routing Guide (LERG).
- 1.5 Neither Party is responsible for notifying the other Parties' End Users of any changes in dialing arrangements, including those due to NPA exhaust, unless otherwise ordered by the Commission, the FCC, or a court.

2.0 NXX Migration

- 2.1 Where a Party (first Party) has activated, dedicated or reserved an entire NXX for a single End User, if such End User chooses to receive service from the other Party (second Party), the first Party shall cooperate with the second Party to have the entire NXX reassigned in the LERG (and associated industry databases, routing tables, etc.) to an end office operated by the second Party. Such transfer will require development of a transition process to minimize impact on the network and on the End User(s) service and will be subject to appropriate industry lead-times (currently 45 days) for movements of NXXs from one switch to another.

ATTACHMENT 14: NUMBER PORTABILITY**1.0 Service Provider Number Portability (SPNP)**

- 1.1 The FCC First Report and Order in CC Docket 95-116 requires "...all LECs to implement a long term service provider portability solution that meets our performance criteria in the 100 large Metropolitan Statistical Areas (MSA) no later than October 1, 1997, and to complete deployment in those MSAs by December 31, 1998." While the FCC declined "...to choose a particular technology for providing number portability", they did establish performance criteria for permanent number portability and aligned expectations with the statutory definition of the Telecommunication Act of 1996 ordering Service Provider Number Portability (SPNP). In a follow-up First Memorandum Opinion and Order on Reconsideration, the commission determined that the technology that meets the performance criteria is Location Routing Number (LRN). LRN is being used by the telecommunications industry to provide SPNP.

2.0 Terms, Conditions Under Which Windstream Will Provide SPNP

- 2.1 Windstream will not offer SPNP services for NXX codes 555, 976, 950.
- 2.2 Prior to commencement of any service porting or LRN query service, the Parties must have an approved interconnection Agreement along with a conforming, functional direct network interconnection, pursuant to Attachment 4: Network Interconnection Architecture §2.1 Direct Interconnection, between and among the Party's involved switches and exchanges. Communication Opt. is responsible for establishing direct interconnection facilities on Windstream's interconnected network at a mutually agreed upon technically feasible point(s) on Windstream's interconnected network within a LATA as described in Attachment 4: Network Interconnection Architecture §2.1 and §2.1.1. Where Windstream's switch subtends a Third Party Tandem, Communication Opt. is responsible for establishing a direct interconnection facility on Windstream's interconnected network as detailed above in this §2.2. The Parties will not port numbers via an indirect network interconnection.
- 2.3 Windstream will only provide SPNP services and facilities where technically feasible, subject to the availability of facilities, and only from properly equipped central offices. SPNP applies only when a Customer with an active account wishes to change local Carriers while retaining the telephone number or numbers associated with the account.
- 2.4 An SPNP telephone number may be assigned by Communication Opt. only to Communication Opt.'s Customers located within Windstream's rate center, which is associated with the NXX of the ported number.
- 2.5 Windstream will deploy SPNP at a location within six (6) months after receipt of a Bona Fide Request from Communication Opt. as provided in §6.0, and subject to approval of this Agreement by the Commission and completion of the network preparation specified herein.
- 2.6 A service order processing charge (Service Order Charge), listed in Appendix B: Price List, will be applied to each service order issued by Communication Opt. to process a request for installation, disconnection, rearrangement, changes to or record orders pursuant to this Attachment.
- 2.7 If Communication Opt. requests a coordinated cutover the applicable charges contained in Appendix B: Price List will be applied.

- 2.8 If Communication Opt. cancels a conversion of an End User, Communication Opt. will notify Windstream of the cancellation by 2:00 Central Time on the day prior to the due date requested on the LSR. If Communication Opt. notifies Windstream of a cancellation after 2:00 Central Time on the day prior to the due date requested on the LSR ("Late Notice"), Communication Opt. will pay the applicable time and material charge contained in Exhibit A Price List. In the event of a Late Notice, Windstream does not guarantee that service disruption will not occur to the End User.
- 2.9 If Communication Opt. cancels or makes a change to an LSR due date, the original LSR will be cancelled, Communication Opt. will issue a new LSR and Communication Opt. shall be charged an additional Service Order charge, listed in Appendix B: Price List, for each LSR submitted under this Attachment.

3.0 Obligations of Communication Opt.

- 3.1 Each Party must offer proof of its certification with applicable regional Number Portability Administration Center (NPAC) prior to requesting SPNP from the other Party.
- 3.2 Each Party must advise the NPAC of telephone numbers that it imports and the associated data identified in industry forums as is required for SPNP.
- 3.3 After the initial deployment of SPNP in an MSA, if Communication Opt. wants a Windstream switch to become LRN capable, Communication Opt. must submit a Bona Fide request as provided in §6.0. Windstream will make requested switch LRN capable within the time frame required by the FCC.
- 3.4 Communication Opt. will conform to NANC guidelines and LERG administration rules in requesting Windstream to open an NPA-NXX for portability in an LRN capable switch.
- 3.5 Communication Opt. is responsible to coordinate with the local E911 and Public Services Answering Point (PSAP) coordinators to insure a seamless transfer of End User emergency services.
- 3.5 Communication Opt. is required to conform to industry standard Local Service Request (LSR) format and guidelines in ordering and administration of individual service/number ports.
- 3.6 Communication Opt. is responsible for establishing direct interconnection facilities on Windstream's interconnected network at a mutually agreed upon technically feasible point(s) on Windstream's interconnected network within a LATA as described in Attachment 4: Network Interconnection Architecture §2.1 and §2.1.1. Where Windstream's switch subtends a Third Party Tandem, Communication Opt. is responsible for establishing a direct interconnection facility on Windstream's interconnected network as detailed above in this Attachment §2.2.

4.0 Obligations of Both Parties

- 4.1 When a ported telephone number becomes vacant, e.g., the telephone number is no longer in service by the original End User; the ported telephone number will be released back to the Local Service Provider owning the switch in which the telephone number's NXX is native.
- 4.2 Either Party may block default routed calls from entering the public switched network when necessary to prevent network overload, congestion, or failure.
- 4.3 The Parties will conform to industry guidelines referenced herein in preparing their networks for SPNP and in porting numbers from one network to another.

- 4.4 The Parties will perform all standard SPNP certification and intra-company testing prior to scheduling intercompany testing between the Parties' interconnected networks.
- 4.5 Each Party will designate a single point of contact (SPOC) to schedule and perform required test. These tests will be performed during a mutually agreed time frame and must conform to industry portability testing and implementation criteria in force in the NPAC region.

5.0 Limitations of Service

- 5.1 Telephone numbers will be ported only within Windstream rate centers as approved by the State Commission. Neither Party will port numbers outside of the Windstream rate center.
- 5.2 Windstream and Communication Opt. porting rate center areas must comprise identical geographic locations and have common boundaries.
- 5.3 Telephone numbers associated with Windstream Official Communications Services (OCS) NXXs will not be ported.
- 5.4 Telephone numbers in NXXs dedicated to choke networks will not be ported.

6.0 Service Provider Number Portability (SPNP) Bona Fide Request (BFR) Process

- 6.1 The Service Provider Number Portability (SPNP) Bona Fide Request (BFR) Process is the process for Communication Opt. to request that SPNP be deployed in Windstream exchanges that are not then capable of LRN query service.
- 6.2 Communication Opt. may request that SPNP be deployed by Windstream in its switches located in the MSAs. Windstream will enable SPNP in the requested switches within six (6) months of receipt of BFR, based on the beginning dates for each MSA and subject to State Commission approval of an interconnection Agreement with respect to the location of the requested switch.
- 6.3 A BFR with respect to opening a Windstream switch for SPNP must be made in the form of a letter from Communication Opt. to:

Windstream
Attn: Interconnection Services
Rodney Parham Road
1170 B3F03-84A
Little Rock, AR 72212

- 6.4 The BFR must specify the following:
 - 6.4.1 The MSA in which requested switch(es) are located.
 - 6.4.2 Windstream switch(es), by CLLI codes, which are being requested to become SPNP capable.
 - 6.4.3 Specific, resident NXX codes requested to open in each Windstream switch on the BFR.
 - 6.4.4 The date when SPNP capability is requested for each Windstream switch on the BFR; however, the requested date must fall within the governing FCC schedules and interval guidelines. .

- 6.4.5 CLLI and NXXs of Communication Opt. switches serving the exchanges associated with the relevant Windstream switches.

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ATTACHMENT 18: PERFORMANCE MEASURES**1.0 General**

- 1.1 Windstream will use its best efforts to satisfy all service standards, intervals, measurements, specifications, performance requirements, technical requirements, and performance standards that are specified in this Agreement or are required by law or regulation. In addition, Windstream's performance under this Agreement shall be provided to Communication Opt. at parity with the performance Windstream provides itself for like service(s).

2.0 Interconnection**2.1 Trunk Provisioning Intervals****2.1.1 Access Service Request (ASR)**

Positive acknowledgment of receipt of a non-valid ASR will be made within two business days, provided the ASR is received before 3PM Eastern Standard Time (1PM Mountain Standard Time.) The start time for determining the FOC interval will commence with receipt of a valid ASR. A non-valid ASR will not start the FOC interval.

2.1.2 Firm Order Confirmation (FOC)

An FOC confirming the due date will be sent within 2 business days (16 business hours) after receipt of a valid ASR subject to facility availability. Subject to availability of facilities service will be implemented (trunks in service) within 20 business days of receipt of a valid ASR.

2.1.3 Performance Expectation

Provided the conditions are met under 2.1.1 and 2.1.2 proceeding, Windstream's performance expectation is to provide 100% due dates met within reporting month. If service levels fall below 95% of the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days.

2.2 Trunking Grade of Service**2.2.1 Exchange Access (IXC Toll Traffic)**

For exchange access traffic routed via an access tandem blocking on each leg will be held to .005 (1/2% blockage).

2.2.2 All Other

All other final routed traffic will be held to .01 (1% blockage).

2.2.3 Performance Expectation

Provided the conditions are met under 2.2.1 and 2.2.2 preceding, Windstream's performance expectation is to provide traffic flow 100% of the time. If service levels fall below the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days.

2.3 Trunk Service Restoration

2.3.1 Service Affecting

Service affecting trunk service trouble will be responded to at parity with the performance Windstream provides itself for like service(s). Service affecting trouble is defined as a condition or event affecting 20% or more of the total trunk group and overflows are experienced.

2.3.2 Non Service Affecting

Non service affecting trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

2.3.3 Performance Expectation

Zero loss of service due to downtime. If service levels fall below the Performance Expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days. Specific time-frames will be listed relative to performance.

3.0 Maintenance Intervals

3.1. Service Affecting

Service affecting maintenance trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

3.2 Non Service Affecting

Non service affecting trouble will be responded to at parity with the performance Windstream provides itself for like service(s).

3.3 Performance Expectation

Zero loss of service due to downtime. If service levels fall below the Performance Expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days. Specific time-frames will be listed relative to performance.

4.0 Local Service Provisioning Intervals

4.1 Local Service Request (LSR)

Positive acknowledgement of receipt of a non-valid LSR will be made within two business days, provided the LSR is received before 3PM Eastern Standard Time (1PM Mountain Standard Time). The start time for determining the Local Service Request Confirmation (LSCN) interval will commence with receipt of a valid LSR. A non-valid LSR will not start the LSCN interval.

4.2 Local Service Request Confirmation (LSCN)

An LSCN confirming the due date will be sent within 2 business days (16 business hours) after receipt of a valid LSR subject to facility availability.

4.3 Performance Expectation

Provided the conditions are met under 4.1.1 and 4.1.2 proceeding, Windstream's performance expectation is to provide 100% due dates within the reporting month. If service levels fall below 95% of the performance expectation within a reporting month, root cause analysis and joint problem resolution will be implemented within thirty (30) days.

ATTACHMENT 19: BONA FIDE REQUEST (BFR) PROCESS

- 1.1 A Bona Fide Request (BFR) must be used when Communication Opt. requests a change to any Services and/or Elements provided hereunder, including features, capabilities, or functionality.
- 1.2 A BFR shall be submitted in writing by Communication Opt. and shall specifically identify the required service date, technical requirements, space requirements and/or such specifications that clearly define the request such that Windstream has sufficient information to analyze and prepare a response. Such a request also shall include Communication Opt.'s designation of the request as being (i) pursuant to the Telecommunications Act of 1996 or (ii) pursuant to the needs of the business.
- 1.3 Although not expected to do so, Communication Opt. may cancel, without penalty, a BFR in writing at any time. Windstream will then cease analysis of the request.
- 1.4 Within two (2) business days of its receipt, Windstream shall acknowledge in writing, the receipt of the BFR and identify a single point of contact and any additional information needed to process the request.
- 1.5 Except under extraordinary circumstances, within twenty (20) days of its receipt of a BFR, Windstream shall provide to Communication Opt. a preliminary analysis of the BFR. The preliminary analysis will include Windstream's proposed price (plus or minus 25 percent) and state whether Windstream can meet Communication Opt.'s requirements, the requested availability date, or, if Windstream cannot meet such date, provide an alternative proposed date together with a detailed explanation as to why Windstream is not able to meet Communication Opt.'s requested availability date. Windstream also shall indicate in this analysis its agreement or disagreement with Communication Opt.'s designation of the request as being pursuant to the Act or pursuant to the needs of the business. If Windstream does not agree with Communication Opt.'s designation, it may utilize the Dispute Resolution Process described in the General Terms and Conditions §9.0. In no event, however, shall any such dispute delay Windstream's process of the request. If Windstream determines that it is not able to provide Communication Opt. with a preliminary analysis within twenty (20) days of Windstream's receipt of a Bona Fide Need request, Windstream will inform Communication Opt. as soon as practicable. The Parties will then determine a mutually agreeable date for receipt of the preliminary analysis.
- 1.6 As soon as possible, but in no event more than forty-five (45) days after receipt of the request, Windstream shall provide Communication Opt. with a BFR quote which will include, at a minimum, the firm availability date, the applicable rates and the installation intervals, and a price quote.
- 1.7 Unless Communication Opt. agrees otherwise, all proposed prices shall be the pricing principles of this Agreement, in accordance with the Act, and any applicable FCC and Commission rules and regulations. Payments for services purchased under a BFR will be made as specified in this Agreement, unless otherwise agreed to by Communication Opt..
- 1.8 Within thirty (30) days after receiving the firm BFR quote from Windstream, Communication Opt. will notify Windstream in writing of its acceptance or rejection of Windstream's proposal. If at any time an Agreement cannot be reached as to the terms and conditions or price of the request, or if Windstream responds that it cannot or will not offer the requested item in the BFR and Communication Opt. deems the item essential to its business operations, and deems Windstream's position to be inconsistent with the Act, FCC, or Commission regulations and/or the requirements of this Agreement, the Dispute Resolution Process set for in the General Terms and Conditions, §9.0 of the Agreement may be used by either Party to reach a resolution.

ATTACHMENT 20: DEFINITIONS

Definitions of the terms used in this Agreement are listed below. The Parties agree that certain terms may be defined elsewhere in this Agreement, as well as terms not defined shall be construed in accordance with their customary meaning in the telecommunications industry as of the Effective Date of this Agreement.

"Access Service Request" or "ASR" means the industry standard forms and supporting documentation used for ordering Access Services. The ASR may be used to order trunking and facilities between Windstream and Communication Opt. for local interconnection.

"Act" means the Communications Act of 1934 (47 U.S.C. §151 et seq.), as amended by the Telecommunications Act of 1996, as may be subsequently amended or, as from time to time interpreted in the duly authorized rules and regulations of the FCC or the Commission having authority to interpret the Act within its state of jurisdiction.

"Ancillary Services" are services which support, but, are not required for interconnection of telecommunications networks between two or more parties, e.g., 911 (if applicable) and Directory Services.

"Affiliate" is a legal entity that directly or indirectly controls, is controlled by, or is under common control with a Party. An entity is considered to control another entity if it owns, directly or indirectly, more than fifty percent (50%) of the total voting securities or other similar voting rights.

"Business Day(s)" means the days of the week excluding Saturdays, Sundays, and all Windstream holidays.

"Calling Party Number" or "CPN" is a feature of Signaling System 7 ("SS7") protocol whereby the 10-digit number of the calling party is forwarded from the end office.

"CLASS (Custom Local Area Signaling Service) and Custom Features" means a grouping of optional enhancements to basic local exchange service that offers special call handling features to residential and single-line business Customers (e.g., call waiting, call forwarding and automatic redial).

"CLEC" means Competitive Local Exchange Carrier.

"Commission" or "PUC" or "PSC" means the state administrative agency to which the United States Congress or state legislature has delegated authority to regulate the operations of Local Exchange Carriers ("LECs") as defined in the Act.

"Common Channel Signaling" or "CCS" means a special network, fully separate from the transmission path of the public switched network that digitally transmits call setup and network control data.

"Confidential Information" has the meaning set forth in §6.0 of the General Terms and Conditions.

"Contract Year" means a twelve (12) month period during the term of the contract commencing on the Effective Date and each anniversary thereof.

"Customer" means, whether or not capitalized, any business, residential or governmental Customer of services covered by the Agreement, and includes the term "End User". More specific meanings of either of such terms are dependent upon the context in which they appear in the Agreement and the provisions of the Act.

"Customer Proprietary Network Information" or "CPNI" means information that relates to the quantity, technical configuration, type, destination, and amount of a Telecommunications Service subscribed to by any Customer of a Telecommunications Carrier, and that is made available to the carrier by the Customer solely by virtue of the carrier Customer relationship; and information contained in the bills pertaining to telephone exchange service or telephone toll service received by a Customer of a carrier.

"Discloser" means that Party to this Agreement which has disclosed Confidential Information to the other Party.

"E911 Service" is a method of routing 911 calls to a PSAP that uses Customer location data in the ALI/DMS to determine the PSAP to which a call should be routed.

"Effective Date" is the date indicated in the Preface on which the Agreement shall become effective.

"End Office" means a local Windstream switching point where Windstream Customer station loops are terminated for purposes of interconnection to each other and to the network.

"End User" means, whether or not capitalized, any business, residential or governmental Customer of services covered by the Agreement and includes the term "Customer". More specific meanings of either of such terms are dependent upon the context in which they appear in the Agreement and the provisions of the Act.

"Enhanced White Pages Listings" means optional features available for residential White Pages Directory Listings (e.g., bold, italics, lines of distinction)

"Exchange" is the geographic territory delineated as an exchange area for Windstream by official commission boundary maps.

"Exchange Access" is defined in the Act.

"Exchange Services" are two-way switched voice-grade telecommunications services with access to the public switched network with originate and terminate within an exchange.

"FCC" means the Federal Communications Commission.

"ICB" means individual case basis.

"Incumbent Local Exchange Carrier" or "ILEC" has the meaning given the term in the Act.

"Interconnection" has the meaning given the term in the Act and refers to the connection of separate pieces of equipment, facilities, or platforms between or within networks for the purpose of transmission and routing of Telephone Exchange Service traffic and Exchange Access traffic.

"Interconnection Agreement" means the Agreement between the Parties entitled "Interconnection Agreement Under §§251 and 252 of the Telecommunications Act of 1996," dated July 16, 1996.

"Interexchange Carrier" or "IXC" means a telecommunications provider that provides long distance communications services between LATAs and authorized by the Commission to provide long distance communications services.

"InterLATA" has the meaning given the term in the Act.

"IntraLATA Traffic" means all IntraLATA calls provided by a LEC other than traffic completed in the LECs local exchange boundary.

"Interconnection Point" or "IP" is the point of demarcation at a technically feasible point within Windstream's interconnected network within the LATA, as specified in *Attachment 4* Section 2.1.1, where the networks of Windstream and Communication Opt. interconnect for the exchange of traffic.

"ISP Bound Traffic" means all dial-up modem traffic destined for a commercial provider of internet access in the same local calling area.

"Local Access and Transport Area" or "LATA" has the meaning given to the term in the Act.

"Local Exchange Carrier" or "LEC" means the incumbent carrier that provides facility-based Exchange Services, which has universal-service and carrier-of-last-resort obligations.

"Local Service Provider" or "Communication Opt." means a non-incumbent carrier licensed by the Commission with the appropriate certification (e.g., a Certificate of Authorization or Service Provider Certificate of Authorization) and authority necessary to provide Exchange Services.

"Local Service Request" or "LSR" means an industry standard form used by the Parties to add, establish, change or disconnect services provided under this Agreement.

"911 Service" means a universal telephone number, which gives the public direct access to the PSAP. Basic 911 service collects 911 calls from one or more local exchange switches that serve a geographic area. The calls are then sent to the correct authority designated to receive such calls.

"Operating Company Number" or "OCN" means nationally recognized company codes set forth in Bellcore's LERG that will be used as the official identification code for each company that provides local exchange telephone service.

"Parties," means Windstream and Communication Opt. collectively.

"Party" means either Windstream or Communication Opt. as applicable.

"P.01 Transmission Grade of Service" means a trunk facility provisioning standard with the statistical probability of no more than one call in 100 blocked on initial attempt during the average busy hour.

"Percent Local Usage" or "PLU" is a calculation which represents the ratio of the local minutes to the sum of local IntraLATA minutes between exchange carriers sent over Local Interconnection Trunks. Directory assistance, BLV/BLVI, 900, 976, transiting calls from other exchange carriers and switched access calls are not included in the calculation of the PLU.

"Public Safety Answering Point" or "PSAP" is the public safety communications center where 911 calls placed by the public for a specific geographic area will be answered.

"Recipient" means the Party to this Agreement, which has received Confidential Information from the other Party.

"Service Provider Number Portability/Number Portability" or "SPNP" means the ability of users of telecommunications services to retain, at the same location, existing telecommunications numbers without the impairment of quality, reliability, or convenience when switching from one telecommunications carrier to another.

"Signaling System 7" or "SS7" means a signaling protocol used by the CCS network.

"Telephone Exchange Service" means wireline exchange connections amongst LEC End Users.

"Telecommunications" is as defined in 47 CFR §153(43).

"Telecommunications Service" is as defined in 47 CFR §153(46).

"Termination" means the switching of Local Traffic at the terminating carrier's end office switch, or equivalent facility, and delivery of such traffic to the called Party.

"Territory" means the incumbent local exchange areas within the state identified in this Agreement.

"Third Party Originating Carrier" means a Telecommunications Carrier (e.g., Competitive Local Exchange Carrier (CLEC), Incumbent Local Exchange Carrier (ILEC), Commercial Mobile Radio Service (CMRS) provider that delivers to Windstream Transit Traffic that transits Windstream's network and is delivered to Communication Opt..

"Third Party Terminating Carrier" means traffic originated by Communication Opt. and transited by Windstream for delivery to a Telecommunications Carrier (e.g., Competitive Local Exchange Carrier (CLEC), Incumbent Local Exchange Carrier (ILEC), Commercial Mobile Radio Service (CMRS) provider).

"Transit Traffic" is defined as Local Traffic and ISP-bound Traffic that is (i) received by Windstream from Communication Opt. that is switched and/or transported by Windstream and delivered to a Third Party Terminating Carrier's network, or (ii) received by Windstream from a Third Party Originating Carrier's network that is switched and/or transported by Windstream and delivered to Communication Opt.'s network. Transit Traffic does not include traffic terminating to a third party's network where the third party utilizes Windstream's switching to provide its end user service (i.e., local resale). Windstream will only accept Transit Traffic from Communication Opt. where Windstream has agreed to provide Transit Traffic Service.

"Transit Traffic Service" means the service provided by Windstream for the acceptance and switching of Transit Traffic originated by Communication Opt., delivered to a Windstream tandem. Transit Traffic Service refers only to the non-tariffed services and products provided by Windstream to Communication Opt., and shall not include any Windstream tariffed services provided pursuant to any filed tariff of Windstream or a Windstream affiliated company, irrespective of whether reference is made herein to any such tariffed service. Windstream will only accept Transit Traffic from Communication Opt. where Windstream has agreed to provide Transit Traffic Service.

"Undefined Terms" The Parties acknowledge that terms may appear in the Agreement that are not defined and agree that any such terms shall be construed in accordance with their end-user usage in the telecommunications industry as of the Effective Date of this Agreement.

"Windstream" has the meaning set forth in the preamble.

"Work Locations" means any real estate that Windstream owns, leases or licenses or in which it holds easements or other rights to use, or does use, in connection with this Agreement.

ATTACHMENT 21: ACRONYMS

AMA	Automated Message Accounting
ASR	Access Service Request
BAN	Billing Account Number
BFR	Bona Fide Request
BRADS	Bellcore Rating Administrative Data Systems
CAP	Competitive Access Provider
CATS	Calling Card and Third Number Settlement System
CCL	Carrier Common Line
CCS	Common Channel Signaling
CLEC	CLEC
CLASS	Custom Local Area Signaling Service
CMDS	Centralized Message Distribution System
CPN	Calling Party Number
CPNI	Customer Propriety Network Information
EAS	Extended Area Service
ELCS	Extended Local Calling Service
EMI	Exchange Message Interface
EUCL	End User Common Line
FCC	Federal Communications Commission
FOC	Firm Order Commitment
ILEC	Incumbent Local Exchange Carrier
IP	Interconnection Point
ISDN	Integrated Digital Services Network
ISDNUP	Integrated Digital Services Network User Part
IXC	Interexchange Carrier
LATA	Local Access and Transport Area
LEC	Local Exchange Carrier
LERG	Local Exchange Routing Guide
LOA	Letter of Authority
LRN	Local Routing Number
LSCN	Local Service Request Confirmation
LSP	Local Service Provider
LSR	Local Service Request
MSA	Metropolitan Statistical Area
MTP	Message Transfer Part
MTS	Message Telephone Service
NEBS	Network Equipment Building System
NECA	National Exchange Carrier Association
NIIF	Network Interoperability Interface Forum
NPA	Numbering Plan Area
NPAC	Number Portability Administration Center
OCN	Operating Company Number
OLI	Originating Line Information
PIC	Primary Interexchange Carrier
PLU	Percent Local Usage
PON	Purchase Order Number
PSC	Public Service Commission
PUC	Public Utilities Commission
RDBS	Routing Data Base Systems
SLC	Subscriber Line Charge

SONET	Synchronous Optical Network
SPNP	Service Provider Number Portability
SS7	Signaling System 7
STP	Signaling Transfer Point
TCAP	Transaction Capabilities Application Part
Windstream	Windstream

APPENDIX A: BILLING DISPUTE FORM

Billing Company Contact Information Section:				
1. Billing Company Name:		2. Billing Contact Name:		
3. Billing Contact Address:		4. Billing Contact Phone:		
		5. Billing Contact Fax #:		
		6. Billing Contact Email:		
Disputing Company Contact Information Section:				
7. Disputing Company Name:		8. Disputing Contact Name:		
9. Disputing Contact Address:		10. Disputing Contact Phone:		
		11. Disputing Contact Fax #:		
		12. Disputing Contact Email:		
General Dispute Section:				
13. Date of Claim: (yyyy-mm-dd):		14. Status:	15. Claim/Audit Number:	
16. Service Type:				
17. ACNA:	18. OCN:	19. CIC:	20. BAN:	21. Invoice Number(s):
22. Bill Date:		24. Dispute Reason Code:		25. Dispute Desc:
23. Billed Amount: \$ _____				
26. Disputed Amount: \$			29. Dispute Bill Date From:	
27. Disputed Amount Withheld: \$			Dispute Bill Date Thru:	
28. Disputed Amount Paid: \$				
Dispute Information Section:				
30. Rate Element/USOC:		31. Rate: Billed Correct		
Factor Information: 32. PIU: Billed Correct 33. PLU: Billed Correct 34. BIP: Billed Correct 35. Other Factors: Billed Correct		36. Jurisdiction <input type="checkbox"/> Non Jurisdictional <input type="checkbox"/> Inter/Interstate <input type="checkbox"/> Intra/Interstate <input type="checkbox"/> Intra/Intrastate <input type="checkbox"/> Inter/Intrastate <input type="checkbox"/> Local 37. Mileage: Billed Correct 38. Contract Name/#: 39. Business/Residence Indicator: 40. State: 41. LATA:		
Facilities/Dedicated Circuit Dispute Information Section:				
42. PON: 43. SON: 44. EC Circuit ID: 45. Circuit Location: 46. IC Circuit ID: 47. CFA :		48. TN/All: 49. Point Code: 50. USOC Quantity: 51. Two-Six Code:		
52. Facilities From Date:		Thru Date:		

Usage Dispute Information Section:			
53. End Office CLLI:		54. TN/All:	
55. Usage Billed Units/Quantity:		56. Usage Billed Units/Quantity Disputed:	
57. Directionality: <input type="checkbox"/> N/A <input type="checkbox"/> Orig. <input type="checkbox"/> Term. <input type="checkbox"/> Combination		58. Query:	59. Query Type:
60. OC&C SON:		61 OC&C PON:	
62. Usage From Date: Thru Date:			
Information Section:			
63. Tax Dispute Amount:		64. Tax exemption form attached : <input type="checkbox"/>	
65. Invoice(s) LPC billed:			
66. LPC paid, date of payment:			
OTHER			
67. Other remarks			
Resolution Information Section:			
68. Resolution Date:			
69. Resolution Amount: \$		70. Resolution Reason:	
71. Adjustment Bill Date:		72. Adjustment Invoice Number:	
73. Adjustment Phrase Code(s):	74. Adjustment BAN/	75. Adjustment SON:	
76. Disputed Amount: \$		77. Amount Credited: \$	
78. Bill Section Adjustment will appear on: OC&C _____ Adjustment _____			
79. Resolution remarks:			

APPENDIX B: PRICE LIST

	Nonrecurring Charges	
	Initial	Additional
<u>Service Order Charges</u>		
New ¹	\$22.39	\$22.39
Change ²	\$17.44	\$17.44
Disconnect ³	\$12.26	\$12.26
Expedite Charge ⁴	\$21.76	\$21.76
Manual Service Order Charges ⁵	\$8.07	\$8.07
<u>Time and Material Charges</u>		
Basic Time per half (1/2) hour	\$45.00	\$45.00
Overtime per half (1/2) hour	\$62.50	\$62.50
Premium Time per half (1/2) hour	\$85.00	\$85.00
<u>Coordinated Cut-Over Charge</u>		
Basic Time per half (1/2) hour	\$45.00	\$45.00
Overtime per half (1/2) hour	\$62.50	\$62.50
Premium Time per half (1/2) hour	\$85.00	\$85.00

RECIPROCAL COMPENSATION	MOU Rate
Windstream Ohio, Inc.	\$0.01431

TRANSIT TRAFFIC	MOU Rate	Per Record Rate	Non-Recurring Charge
Windstream Ohio, Inc.	\$0.003		
Record exchange establishment (CDRs)			\$3,750.00
Additional copies of CDRs (per record)		\$0.0025	

¹ **New** – includes each local number portability request and each new directory assistance request.

² **Change** - includes any rearrangement or change to an existing service, supplemental requests or existing directory assistance.

³ **Disconnect** – disconnection of a Windstream service or of a Windstream or Communication Opt. directory assistance.

⁴ **Expedite** - applies if Communication Opt. requests service prior to the standard due date intervals and the expedite request can be met by Windstream and are in addition to the applicable service order charge.

⁵ **Manual** – applies to orders sent via facsimile, electronic mail or US Postal Service when Windstream Express is available and are in addition to the applicable service order charge.