



67

RECEIVED-DOCKETING DIV

2011 AUG 31 AM 9:38

August 30, 2011
Via Overnight Delivery

PUCO

Ms. Elizabeth McCauley, Commission Secretary
Docketing Division
Public Utilities Commission of Ohio
180 East Broad Street, 13th Floor
Columbus, Ohio 43215-3793

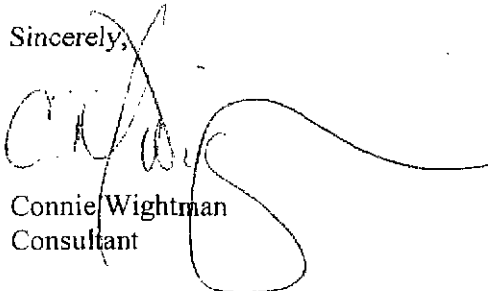
RE: tw telecom of ohio llc
P.U.C.O. Tariff No. 13 Access Services
Case No. 11-4531-TP-ATA

Dear Ms. McCauley:

Enclosed for filing please find the original and three (3) copies of tw telecom of ohio llc's replacement access services tariff in compliance with Case No. 11-4531-TP-ATA. The attached tariff was automatically approved August 26, 2011 and reflects an effective date of August 27, 2011. ✓

Any questions you may have regarding this filing may be directed to my attention at (407) 740-3002 or via e-mail at cwrightman@tminc.com.

Sincerely,



Connie Wightman
Consultant

CW/bc

Enclosures

cc: Tammy Chatfield, tw telecom(transmittal only)
file: tw telecom - OH - Access
tms: OH11104b

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business.
Technician AS Date Processed 8/31/11

SWITCHED ACCESS SERVICE

This tariff, tw telecom of ohio llc P.U.C.O. Tariff No. 13 - Access, replaces in its entirety tw telecom of ohio llc P.U.C.O. Tariff No. 11 - Access, currently on file with the Commission.

SWITCHED ACCESS SERVICE

General Rules and Regulations and Terms and Conditions

for

Switched Access Service

Provided by

tw telecom of ohio llc

This access tariff contains the descriptions, regulations, and rates applicable to the furnishing of telecommunications business services provided by **tw telecom of ohio llc** within the state of Ohio. This tariff is on file with the Public Utilities Commission of Ohio and at the Company's places of business.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION		PAGE	REVISION	
Title	Original	*	28	Original	*	56	Original	*
1	Original	*	29	Original	*	57	Original	*
2	Original	*	30	Original	*	58	Original	*
3	Original	*	31	Original	*	59	Original	*
4	Original	*	32	Original	*	60	Original	*
5	Original	*	33	Original	*	61	Original	*
6	Original	*	34	Original	*	62	Original	*
7	Original	*	35	Original	*	63	Original	*
8	Original	*	36	Original	*	64	Original	*
9	Original	*	37	Original	*	65	Original	*
10	Original	*	38	Original	*			
11	Original	*	39	Original	*			
12	Original	*	40	Original	*			
13	Original	*	41	Original	*			
14	Original	*	42	Original	*			
15	Original	*	43	Original	*			
16	Original	*	44	Original	*			
17	Original	*	45	Original	*			
18	Original	*	46	Original	*			
19	Original	*	47	Original	*			
20	Original	*	48	Original	*			
21	Original	*	49	Original	*			
22	Original	*	50	Original	*			
23	Original	*	51	Original	*			
24	Original	*	52	Original	*			
25	Original	*	53	Original	*			
26	Original	*	54	Original	*			
27	Original	*	55	Original	*			

* - indicates those pages included with this filing

NOV 01 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

TABLE OF CONTENTS

	<u>Page</u>
CHECK SHEET	1
TABLE OF CONTENTS	2
SUBJECT INDEX	3
EXPLANATION OF SYMBOLS	4
TARIFF FORMAT	5
APPLICATION OF TARIFF	6
SECTION 1 - ABBREVIATIONS AND DEFINITIONS	7
SECTION 2 - TERMS AND CONDITIONS	15
SECTION 3 - SWITCHED ACCESS SERVICE	40
SECTION 4 - RATES AND CHARGES	54
SECTION 5 - TELECOMMUNICATIONS SERVICES PRIORITY	61

AUG 01 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SUBJECT INDEX

	<u>Page</u>
Abbreviations and Definitions	7
Assignment or Transfer of Service	16
Billing and Payments	24
Cancellation of Application for Service	22
Claims and Disputes	26
Discontinuance and Restoration of Service	20
Explanation of Symbols	4
Interconnection	29
Inspection, Testing and Adjustment	28
Jurisdictional Reporting	35
Liability of the Company	29
Liability of the Customer	31
Limitation on Service	15
Minimum Period	22
Obligations of the Customer	38
Payment of Deposits	27
Rate Categories	46
Rates and Charges	54
Switched Access Service	40
Tariff Format	5
Taxes and Surcharges	33
Telecommunications Services Priority (TSP)	61
Terms and Conditions	15
Term Agreements	23
Undertaking of the Company	15
Use of Service	16

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

EXPLANATION OF SYMBOLS

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

- (C) ~ To signify changed rate structure or regulation.
- (D) ~ To signify discontinued rate or regulation.
- (I) ~ To signify increased rate.
- (M) ~ To signify a move in the location of text.
- (N) ~ To signify new rate or regulation.
- (R) ~ To signify reduced rate.
- (T) ~ To signify a change in text but not change in rate or regulation.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

TARIFF FORMAT

- A. Page Numbering - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between Pages 14 and 15 would be 14.1.
- B. Page Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc. that the Commission follows in their tariff approval process, the most current page number on file with the Commission is not always the tariff page in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2
 - 2.1
 - 2.1.1
 - 2.1.1.A
 - 2.1.1.A.1
 - 2.1.1.A.1.(a)
 - 2.1.1.A.1.(a).I
 - 2.1.1.A.1.(a).I.(i)
 - 2.1.1.A.1.(a).I.(i).(1)
- D. Check Sheets - When a tariff filing is made with the Commission, an updated check sheet accompanies the tariff filing. The check sheet lists the pages contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc., remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular page is the most current on file with the Commission.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

APPLICATION OF TARIFF

This tariff sets forth the service offerings, rates, terms and conditions applicable to Switched Access Service by **tw telecom of ohio llc** for local services and is currently effective in areas within the following counties:

Adams	Franklin	Portage
Allen	Greene	Preble
Auglaize	Hamilton	Putnam
Brown	Hardin	Scioto
Butler	Highland	Shelby
Champaign	Licking	Stark
Clark	Logan	Summit
Clermont	Madison	Tuscarawas
Clinton	Mahoning	Union
Darke	Marion	VanWer
Delaware	Medina	Warren
Fayette	Mercer	Wayne
Miami		
Montgomery		
Morrow		
Pickaway		
Pike		

The provision of service by the Company as set forth in this tariff does not constitute a joint undertaking with the Customer for the furnishing of any service.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS

Access Minutes - Denotes usage of exchange facilities in intrastate service for the purpose of calculating chargeable minutes of use.

Access Service or Switched Access Service - Access to the switched network of an Exchange Carrier for the purposes of originating or terminating communications. Access Service is available to carriers as defined herein.

Access Service Request (ASR) - The Industry service order format used by Access Service Customer and access providers as agreed to by the ATIS/Ordering and Billing Forum.

Access Tandem - An Exchange Carrier's switching system that provides a traffic concentration and distribution function for originating or terminating traffic between local switching centers and a Customer's premises.

Account - The Customer who has agreed, verbally or by signature, to honor the terms of service established by the Company. An account may have more than one access code and/or operating company number (OCN) and/or carrier identification code (CIC) billed to the same Customer address.

Answer supervision - The transmission of the switch trunk equipment supervisory signal (off-hook or on-hook) to the Customer's point of termination as an indication that the called party has answered or disconnected.

Authorized User - A person, firm, corporation or other entity that either is authorized by the Customer to use Access Services or is placed in a position by the Customer, either through acts or omissions, to use Access Services.

Call - An attempt for which the complete address code is provided to the called end office.

Carrier or Common Carrier - Provider of telecommunications services for hire.

Carrier Access Code - A uniform seven (7) digit code assigned to an individual carrier. The seven (7) digit code has the form 950-xxxx or 101-xxxx.

Central Office - A local company switching system where the station loops are terminated for purposes of interconnection to each other and to trunks.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Channel(s) - An electrical or, in the case of fiber optic-based transmission systems, a photonic communications path between two or more points of termination.

Commercial Mobile Radio Service (CMRS) - A wireless provider of telecommunications services.

Common Channel Signaling (CCS) - A high speed packet switched communications network which is separate (out of band) from the public packet switched and message networks. It is used to carry addressed signaling messages for individual trunk circuits and/or database related services between signaling points in the CCS network.

Communications System - Denotes channels and other facilities which are capable of communications between terminal equipment provided by an entity other than the Company.

Commission - Public Utilities Commission of Ohio.

Company - **tw telecom of ohio llc**, the issuer of this tariff.

Constructive Order - Delivery of calls to or acceptance of calls from the Company's end user locations over Company-switched local exchange services constitutes a Constructive Order by the Customer to purchase access services as described herein. Similarly the selection by a Company's end user of the Customer as the presubscribed EXC constitutes a Constructive Order of switched access by the Customer.

Customer - Any person, firm, corporation or other entity which orders or obtains service under this tariff and is responsible for the payment of charges.

Customer Agreement - The mutual agreement between the Company and the Customer for the provision of the Company's service.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHal104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Customer-Designated Premises - The premises specified by the Customer for the origination or termination of Access Services.

Customer Point of Presence (POP) - The physical location associated with the Customer's communication system.

Dedicated Access - A method for a Customer to directly connect two locations of their choice with dedicated (non-switched) services.

Digital Cross Connect System (DCS) - A digital system within a communications network with centralized switching and cross connection.

Digital Signal Level 1 (DS1) - A dedicated, high capacity, full duplex channel with a line speed of 1.544 Mbps isochronous serial data having a line signal format of either Alternate Mark Inversion (AMI) or Bipolar with 8 Zero Substitution (B8ZS) and either Superframe (D4) or Extended Superframe (ESF) formats. DS1 Service has the equivalent capacity of 24 Voice Grade or DS0 services.

Digital Signal Level 3 (DS3) - A dedicated, high capacity, full duplex channel with a line speed of 44.736 Mbps isochronous serial data having a line code of bipolar with three zero substitution (B3ZS). Equivalent capacity of 28 DS1 Services.

Duplex Service - Service which provides for simultaneous transmission in both directions.

End User - Any person, association, corporation, governmental agency, or any other entity other than an Interexchange Carrier which subscribes to or uses intrastate service provided by the Company or a Customer.

Entry Switch - The first point of switching.

Exchange - A group of lines in a unit generally smaller than a LATA approved by the Commission for the administration of communications services in a specified area. An Exchange may consist of one or more central offices together with the associated facilities used in furnishing communications services within that area.

Exchange Carrier - Any person, partnership, association, joint-stock company, trust, corporation or any other entity engaged in the provision of local exchange telephone service.

REV 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Facilities - Denotes any cable, poles, conduit, carrier equipment, wire center distribution frames, central office switching equipment, etc., utilized to provide the services offered under this tariff.

FCC - Federal Communications Commission.

Feature Group D - Access service which provides trunk side access to Company switches through the use of end office or access tandem switch trunk equipment. Feature Group D service may be arranged for 10XXXX dialing or equal access without using a dial code.

Fiber Optic Cable - A thin filament of glass with a protective outer coating through which a light beam carrying communications signals may be transmitted by means of multiple internal reflections to a receiver, which translates the message.

Firm Order Confirmation (FOC) - Acknowledgment by the Company of receipt of an Access Service Request from the Customer and commitment by the Company of a Service Date.

Holidays - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day.

Hub - The Company office where Customer facilities are terminated for purposes of interconnection to Trunks and/or cross-connection to distant ends.

Individual Case Basis - A service arrangement in which the regulations, rates and charges are developed based on the specific circumstances of the Customer's situation.

Interexchange Carrier (IXC) or Interexchange Common Carrier - Any person, partnership, association, joint-stock company, trust, corporation, or any other entity engaged in state or foreign communication for hire by wire or radio, between two or more exchanges.

InterMTA (Major Trading Area) - For purposes of this tariff, InterMTA refers to telecommunications traffic exchanged between a LEC or IXC and a CMRS, PCS or Wireless provider that originates and terminates in different Major Trading Areas as used by the FCC to define coverage for certain services.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Interstate - For purposes of this tariff, the term Interstate applies to the regulatory jurisdiction of services used for communications between locations located in different states within the United States or between one or more location in the United States and one or more international locations.

IntraMTA (Major Trading Areas) - For purposes of this tariff, IntraMTA refers to telecommunications traffic exchanged between a LEC or IXC and a CMRS, PCS or Wireless provider that originates or terminates within the same Major Trading Area as used by the FCC to define coverage for certain services.

Intrastate - For purposes of this tariff, the term Intrastate applies to the regulatory jurisdiction of services for communications between locations within the same state or services which are not jurisdictionally interstate.

Joint User - A person, firm or corporation designated by the Customer as a user of access facilities furnished to the Customer by the Company, and to whom a portion of the charges for such facilities are billed under a joint use arrangement.

LATA (Local Access and Transport Area) - A geographic area established pursuant to the Modification of Final Judgment entered by the United States District Court for the District of Columbia in Civil Action No. 82-0192 for the provision and administration of communications services.

Local Calling Area - A geographical area as defined in the Company's local or general exchange service tariff(s) in which an end user may complete a call without incurring toll usage charges.

Local Switching Center - The switching center where telephone exchange service Customer station channels are terminated for purposes of interconnection to each other and to interoffice trunks.

Message - A message is a Call as defined above.

NOV 3 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Nonrecurring Charges - The one-time initial charges for services or facilities, including but not limited to charges for construction, installation, or special fees.

OC-12 - A high capacity channel for full duplex, synchronous, optic transmission of digital signals based on the SONET Standard at a rate of 622.08 Mbps.

OC-3 - A high capacity channel for full duplex, synchronous, optic transmission of digital signals based on the SONET Standard at a rate of 155.52 Mbps.

Off-Hook - The active condition of switched access or a telephone exchange service line.

Off-Net - A Customer is considered to be Off-Net when its point of presence is not served by the same Hub in which the Company's Local Switching Center, which is providing service to the Customer, is located.

On-Hook - The idle condition of switched access or a telephone exchange service line.

On-Net - A Customer is considered to be On-Net when its point of presence is served by the same Hub in which the Company's Local Switching Center, which is providing service to the Customer, is located.

Originating Direction - The use of Switched Access Service for the origination of calls from an end user or Customer premises to an IXC premises or to another Local Exchange Carrier or CMRS provider.

Out of Band Signaling - An exchange access signaling feature which allows Customers to exchange call control and signaling information over a communications path which is separate from the message path.

Point of Presence (POP) - Location where the Customer maintains a facility for purposes of interconnecting to the Company's network.

Point of Termination - The point of demarcation within a Customer-designated premises at which the Company's responsibility for the provision of access service ends. The point of demarcation is the point of interconnection between Company communications facilities and Customer-provided facilities as described in Part 68 of the Federal Communications Commission's Rules & Regulations.

Premises - The physical space designated by a Customer or Authorized User for the termination of the Company's service.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Presubscription - An arrangement whereby an end user may select and designate to the Company an Interexchange Carrier (IXC) or Carriers it wishes to access, without dialing an Access Code, for completing toll calls. The selected IXC is referred to as the end user's Primary Interexchange Carrier (PIC). The end user may select any IXC that orders FGD Access Service at the Local Switching Center that serves the end user.

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

Service Commencement Date - The first day following the date on which the Company notifies the Customer that the requested service or facility is available for use, unless extended by the Customer's refusal to accept service which does not conform to standards set forth in the Service Order or this tariff, in which case the Service Commencement Date is the date of the Customer's acceptance of service. The parties may mutually agree on a substitute Service Commencement Date. If the Company does not have an executed Service Order from a Customer, the Service Commencement Date will be the first date on which the service or facility was used by the Customer. For Tandem Connect Customers, the Service Commencement Date will be the first date on which the service or facility was used by the Customer.

Service Order - The written request for Network Services executed by the Customer and the Company in a format devised by the Company; or, in the alternative, the submission of an Access Service Request by the Customer in the manner specified in this tariff.

Service(s) - The Company's telecommunications Access Services offered on the Company's Network.

Shared Facilities - A facility or equipment system or subsystem which can be used simultaneously by several Customers.

Signaling Point of Interface - The Customer-designated location where the SS7 signaling information is exchanged between the Company and the Customer.

Signaling System 7 (SS7) - The Common Channel Out of Band Signaling protocol developed by the Consultative Committee for International Telephone and Telegraph (CCITT) and the American National Standards Institute (ANSI).

REV 8.3.2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 1 - ABBREVIATIONS AND DEFINITIONS, (CONT'D.)

Signaling Transfer Point Access - Allows the Customer to access a specialized switch which provides SS7 network access and performs SS7 messaging routing and screening.

Term Agreement - A method of purchasing the Company's services whereby the Customer agrees to purchase service between specific locations for a specified and mutually agreed upon length of time.

Terminal Equipment - Telecommunications devices, apparatus and associated wiring on the Customer-designated premises.

Terminating Direction - The use of Access Service for the completion of calls from an IXC or Carrier premises to an end user or Customer premises.

Transmission Path - An electrical path capable of transmitting signals within the range of the service offering. A transmission path is comprised of physical or derived facilities consisting of any form or configuration of plant used in the telecommunications industry.

Trunk - A communications path connecting two switching systems in a network, used in the establishment of an end-to-end connection.

Trunk Group - A set of trunks which are traffic engineered as a unit for the establishment of connections between switching systems in which all of the communications paths are interchangeable.

Wire Center - A physical location in which one or more central offices, used for the provision of exchange services, are located.

180 0 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS

2.1 Undertaking of the Company

The Company's service is furnished to Customers for intrastate communications. The Company's service is available twenty-four hours per day, seven days per week.

The Company arranges for installation, operation, and maintenance of the service provided in this tariff for the Customer in accordance with the terms and conditions set forth herein and in other relevant Company Tariffs.

Access Service consists of access to the switched network of an exchange carrier for the purpose of originating or terminating communications. Access Service is available to carriers as defined herein.

2.2 Limitation on Service

2.2.1 Service is offered subject to the availability of the necessary facilities and/or equipment and subject to the provisions of this tariff. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with this tariff.

2.2.2 The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control (examples of these conditions are more fully set forth elsewhere in this tariff), or when service is used in violation of provisions of this tariff or the law.

2.2.3 The Company reserves the right to discontinue service, limit service, or to impose requirements as required to meet changing regulatory or statutory rules and standards, or when such rules and standards have an adverse material affect on the business or economic feasibility of providing service, as determined by the Company in its reasonable judgment.

2.2.4 The Company does not undertake to transmit messages, but offers the use of its service when available, and, as more fully set forth elsewhere in this tariff shall not be liable for errors in transmission or for failure to establish connections.

12381 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.3 Assignment or Transfer of Service

All service provided under this tariff is directly or indirectly controlled by the Company, and the Customer may not transfer or assign the use of service without the express prior written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of service. All terms and conditions contained in this document shall apply to all such permitted transferees or assignees, as well as all conditions of service.

2.4 Use of Service

2.4.1 Service may be used for any lawful purpose by the Customer or by any end user.

2.4.2 The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number, process, or code. All right, title and interest to such items remain, at all times, solely with the Company.

2.4.3 Recording of telephone conversations of service provided by the Company under this tariff is prohibited except as authorized by applicable federal, state and local laws.

2.4.4 Any service provided under this tariff may be resold or shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered by it or billed to its account(s) pursuant to this tariff, for determining who is authorized to use its service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of the service.

2.4.5 Except as otherwise provided herein, service is provided and billed on the basis of a minimum period of at least one month, and shall continue to be provided until canceled by the Customer, in writing, on not less than 30 days notice. Unless otherwise specified herein, for the purpose of computing charges in this tariff, a month is considered to have 30 days.

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.4 Use of Service, (Cont'd.)

2.4.6 The Customer may be required to enter into written Service Orders which shall contain or reference the name of the Customer, a specific description of the service ordered; the rate to be charged, the duration of the services, and the terms and conditions in this tariff. The Customer will also be required to execute any other documents as may be reasonably requested by the Company.

2.4.7 [Reserved for Future Use]

2.4.8 Non-Routine Installation

At the Customer's request, installation and/or maintenance may be performed outside the Company's regular business hours or in unusual locations. In such cases, charges based on cost of the actual labor, material, and/or other costs incurred by or charged to the Company will apply. If installation is started during regular business hours but, at the Customer's request, extends beyond regular business hours into periods including, but not limited to, weekends, holidays, and/or night hours, additional charges may apply.

2013 01 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.4 Use of Service, (Cont'd.)

2.4.9 Special Construction

Subject to the agreement of the Company and to the terms contained in this tariff, special construction of facilities may be undertaken on a reasonable efforts basis at the request of the Customer. Special construction is construction undertaken and characterized by one or more of the following:

- A. where facilities are not presently available, and there is no other requirement for the facilities so constructed;
- B. of a type other than that which the Company would normally utilize in the furnishing of its services;
- C. over a route other than that which the Company would normally utilize in the furnishing of its services;
- D. in a quantity greater than that which the Company would normally construct;
- E. involving abnormal costs;
- F. on an expedited basis;
- G. on a temporary basis until permanent facilities are available; or
- H. in advance of its normal construction.

Special construction charges for Access Service will be determined as described in this section.

Where the Company furnishes a facility or service requiring special construction, charges will be determined by the Company and may include: (1) nonrecurring charges; (2) recurring charges; (3) usage charges; (4) termination liabilities; or (5) a combination thereof.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.4 Use of Service, (Cont'd.)

2.4.9 Special Construction, (Cont'd.)

A. Basis for Charges

Where the Company furnishes a facility or service for which a rate or charge is not specified in the Company's tariffs, charges will be based on the costs incurred by the Company and may include:

1. nonrecurring type charges;
2. recurring type charges;
3. termination liabilities; or
4. combinations thereof.

B. Basis for Cost Computation

1. cost installed of the facilities to be provided including estimated costs for the rearrangements of existing facilities. Cost installed includes the cost of:
 - a. equipment and materials provided or used,
 - b. engineering, labor and supervision,
 - c. transportation, and
 - d. rights of way;
2. cost of maintenance;
3. depreciation on the estimated cost installed of any facilities provided, based on the anticipated useful service life of the facilities with an appropriate allowance for the estimated net salvage;
4. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
5. license preparation, processing and related fees;
6. tariff preparation, processing and related fees;
7. any other identifiable costs related to the facilities provided; or
8. an amount for return and contingencies.

Rates and charges for special construction shall be determined and presented to the Customer for its approval prior to the start of construction. No construction will commence until and unless the Customer accepts in writing the rates and charges as presented by the Company.

100 3 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.4 Use of Service, (Cont'd.)

2.4.10 Ownership of Facilities

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

2.5 Discontinuance and Restoration of Service

Service continues to be provided until canceled by the Customer, in writing, or until canceled by the Company as set forth below. The Company may render bills subsequent to the termination of service for charges incurred before termination.

2.5.1 Cancellation by the Customer

The Customer may have service discontinued upon written notice to the Company. The Company shall hold the Customer responsible for payment of all bills for service furnished until the cancellation date specified by the Customer or until the date that the written cancellation notice is received, whichever is later. A termination liability charge applies to early cancellation of a term agreement.

2.5.2 Cancellation by the Company

- A. For Nonpayment: The Company, by written notice to the Customer and in accordance with applicable law, may discontinue service or cancel an application for service without incurring any liability when there is an unpaid balance for service that is more than 30 days overdue.
- B. For Returned Checks: The Customer whose check or draft is returned unpaid for any reason, after two attempts at collection, shall be subject to discontinuance of service in the same manner as provided for nonpayment of overdue charges.
- C. The Customer shall be subject to discontinuance of service, without notice, for any violation of any law, rule, regulation or policy of any government authority having jurisdiction over service or of any of the provisions governing the furnishing of service under this tariff, or by reason of any order or decision of a court or other government authority having jurisdiction which prohibits the Company from furnishing such service.
- D. For the Company to comply with any order or request of any governmental authority having jurisdiction, the Customer shall be subject to discontinuance of service, without notice.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.5 Discontinuance and Restoration of Service, (Cont'd.)

2.5.3 Restoration of Service

- A. If service has been discontinued for nonpayment or as otherwise provided herein and the Customer wishes it continued, service shall, at the Company's discretion, be restored when all past due amounts are paid or the event giving rise to the discontinuance (if other than nonpayment) is corrected and Customer pays a deposit at Company's discretion. Nonrecurring charges apply to restored services.
- B. Restoration of disrupted services shall be in accordance with Federal Communications Commission Rules and Regulations, which specify the priority system for such activities.

12/10/2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.6 Cancellation of Application for Service

If the Customer cancels its order for service prior to the service due date, a Cancel Order Charge will apply. Charges are reflected in the Rate Section.

2.6.1 In the event the Company incurs fees or expenses, including attorney's fees, in collecting, or attempting to collect, any charges owed the Company, the Customer will be liable to the Company for the payment of all such fees and expenses reasonably incurred.

2.6.2 Where, prior to cancellation by the Customer, the Company incurs any expenses in installing the service or in preparing to install the service that it otherwise would not have incurred, a charge equal to the costs the Company incurred less net salvage, shall apply, but in no case shall this charge exceed the sum of the charge for the minimum period of services ordered, including installation charges, and all charges others levy against the company that would have been chargeable to the Customer had service begun.

2.7 Minimum Period

The minimum period for which services are provided and for which rates and charges are applicable is one month unless otherwise specified. When a service is discontinued prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHall04b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.8 Term Agreements

The Company may offer Term Agreements wherein the Customer agrees to retain specified Company services for a mutually agreed upon length of time. A Termination Liability charge applies to early termination of a Term Agreement.

Upon expiration of a term contract, the service term will renew automatically at the same terms and conditions for successive one-year terms unless either party notifies the other 30 days prior to the expiration of the then current term that it wishes to terminate the service.

Inclusion of early termination liability by the Company in its tariff or a contract does not constitute a determination by the Commission that the termination liability imposed by the Company is approved or sanctioned by the Commission. Customers shall be free to pursue whatever legal remedies they may have should a dispute arise.

Contracts executed under this provision will be filed with the PUCO for approval as required by law or regulation.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.9 Billing and Payments

2.9.1 All bills for service provided to the Customer by the Company are due and payable on the due date printed on the invoice ("Due Date"), which is one day prior to the date of the next monthly invoice and are payable in immediately available funds.

- A. The Company shall bill on a current basis all charges incurred by and credits due to the Customer. The Customer may receive its bill in 1) a paper format, 2) on CD-ROM, or 3) via electronic transmission. Such bills are due on the Due Date regardless of the media utilized. The Company shall bill in advance charges for all services to be provided during the ensuing billing period except for charges associated with service usage. Adjustments for the quantities of service established or discontinued in any billing period beyond the minimum period of service will be prorated to the number of days based on a 30-day month. The Company will, upon request and if available, furnish such detailed information as may reasonably be required for verification of the bill.
- B. The Company may assess charges for provisioning of additional copies of bills. See Invoice Provisioning, per invoice in Section 4 for applicable rates and charges.
- C. The Company, upon request of call detail records, including but not limited to, intraLATA toll free and intrastate access and resale services, may assess charges for the provisioning of these records. The call detail records will be in Exchange Message Interface (EMI) Industry format. See Electronic Data Transfer in Section 4 for applicable rates and charges.
- D. Further, if any portion of the payment is received by the Company after the payment Due Date as set forth above, or if any portion of the payment is received by the Company in funds which are not immediately available to the Company, a late payment penalty shall be due the Company. Any payment or portion thereof not received by the Due Date is subject to a late charge on the unpaid amount at the lesser of 1.5% per month or the maximum rate permitted by law.
- E. A charge of \$25.00 (twenty-five dollars) or the current amount allowed under Commission rules or applicable laws, will be assessed for any check or other form of payment returned by the drawee bank or other financial institution for insufficient or uncollected funds, closed account, apparent tampering, missing signature or endorsement, or any other insufficiency or discrepancy necessitating return of the instrument at the discretion of the drawee bank or financial institution. This charge will be assessed in addition to any charges assessed by the drawee bank or any other financial institution.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.9 Billing and Payments, (Cont'd.)

- 2.9.2 The Company will establish a bill day each month for each Customer account. The bill will cover charges for the billing period for which the bill is rendered, plus any known unbilled charges and adjustments for any prior periods, up to 18 months prior to the date of billing.

There are three types of rates and charges that apply to Access Service. These are monthly Recurring Charges, usage rates and Nonrecurring Charges.

- A. Monthly Recurring Charges: Monthly Recurring Charges are flat rates for facilities that apply each month or fraction thereof that a specific rate element is provided.
- B. Usage Rates: Usage rates are rates that are applied on a per unit of measure basis, such as per access minute or per query. Usage rates are accumulated over a monthly period.
- C. Nonrecurring Charges: Nonrecurring charges are one time charges that apply for a specific work activity (i.e., installation of new service or change to an existing service).
 - 1. Installation of Service: Nonrecurring charges apply to each Access Service installed. The charge is applied per line or Trunk.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.10 Claims and Disputes

Objections to billed charges must be reported to the Company within 120 calendar days of the date of the invoice associated with the disputed charges, or the invoice shall be deemed correct and all rights to dispute such charges are waived. Claims must include all supporting documentation and may be submitted online at <http://customers.twtelecom.com/disputes/> or by telephone at 1-800-829-0420. The Company shall make adjustments to the Customer's invoice to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

2.10.1 If the dispute is resolved in favor of the Customer and the Customer has withheld the disputed amount, no interest credits or penalties will apply.

2.10.2 If the dispute is resolved in favor of the Customer and the Customer has paid the disputed amount, the Customer will receive an interest credit from the Company for the disputed amount times a late factor as set forth in Section 2.9.

2.10.3 If the dispute is resolved in favor of the Company and the Customer has paid the disputed amount on or before the payment due date, no interest credit or penalties will apply.

2.10.4 If the dispute is resolved in favor of the Company and the Customer has withheld the disputed amount, the Customer must, within five (5) business days following written, electronic or telephonic notice of the resolution, pay the disputed amount including the late penalty as set forth in Section 2.9.

2.10.5 If the Customer and the Company are unable to resolve the dispute to their mutual satisfaction, the Customer may file a complaint with the Public Utilities Commission of Ohio in accordance with the Commission's rules of procedure, as found in 4901:1-7-28 O.A.C. The address of the Commission is as follows:
Public Utilities Commission of Ohio
180 E. Broad Street
Columbus, Oh 43215-3793
(614) 466-3292

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.11 Payment of Deposits

- 2.11.1 The Company may, in order to safeguard its interests, require a Customer which has a proven history of late payments to the Company or does not have established credit to make a deposit prior to or at any time after the provision of service. The deposit is to be held by the Company as a guarantee of the payment of rates and charges.
- 2.11.2 A deposit may not exceed the actual or estimated rates and charges for the service for a two month period. The fact that a deposit has been made in no way relieves the Customer from complying with the Company's requirement as to the prompt payment of bills.
- 2.11.3 At such time as the provision of the service to the Customer is terminated, the amount of the deposit will be credited to the Customer's account and any credit balance which may remain will be refunded. After the Customer has established a one year prompt payment record, such a deposit will be refunded or credited to the Customer account at any time prior to the termination of the provision of the service to the Customer.
- 2.11.4 In case of a cash deposit, for the period the deposit is held by the Company, simple annual interest will be applied to the deposit for the number of days from the date the Customer deposit is received by the Company to and including the date such deposit is credited to the Customer's account or the date the deposit is refunded by the Company.
- 2.11.5 If the amount of a deposit is proven to be less than required to meet the requirements specified above, the Customer shall be required to pay an additional deposit upon request.

10301 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHal104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.12 Inspection, Testing and Adjustment

2.12.1 The Company may, upon reasonable notice, make such tests and inspections as may be necessary to determine whether this tariff is being complied with in the installation, operation or maintenance of the Customer's or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.

2.12.2 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such tests and adjustments as may be necessary for their maintenance in a condition satisfactory to the Company. No interruption allowance shall be granted for the time during which such tests and adjustments are made, unless such interruption exceeds twenty-four (24) hours in length and is requested by the Customer.

33 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.13 Interconnection

- 2.13.1 Service furnished by the Company may be interconnected with services or facilities of other authorized communications common carriers and with private systems, subject to technical limitations established by the Company.
- 2.13.2 Interconnection with the services or facilities of other common carriers shall be executed in accordance with this tariff and the terms and conditions of the other common carrier's tariff(s).
- 2.13.3 The Customer shall ensure that the facilities or equipment provided by the Customer are properly interconnected with the facilities or equipment of the Company. If the Customer maintains or operates the interconnected facilities or equipment in a manner which results or may result in harm to the Company's facilities, equipment, personnel, or the quality of service, the Company may require the use of protective equipment at the Customer's expense. If this action fails to eliminate the actual or potential harm, the Company may, upon written notice, terminate the existing service of the Customer.

2.14 Liability of the Company

- 2.14.1 The liability of the Company, or any other common carrier or other service provider that furnishes any portion of the Company's services, for damages of any nature arising from errors, mistakes, omissions, interruptions, or delays of the Company, its agents, servants, or employees, in the course of establishing, furnishing, rearranging, moving, terminating, or changing regulated or nonregulated service or facilities or equipment (including the obtaining or furnishing of information in respect thereof or with respect to the Customers of the service or facilities) will not exceed an amount equal to the MRC (calculated on a proportionate basis) for the affected service during the period which such error, mistake, omission, interruption or delay occurs. The extension of such allowances shall be the sole remedy of the Customer and the sole liability of the Company.

AUG 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.14 Liability of the Company, (Cont'd.)

- 2.14.2 The Company will not be liable at any time or under any circumstance for indirect, consequential, special incidental, reliance, special, punitive or consequential damages (including, without limitation, harm to business, lost revenues, lost savings, lost opportunity, harm to business or loss of profits) in connection with services rendered to the Customer under this tariff. Approval of limitation of liability language by the PUCO does not constitute a determination by the Commission that the limitation of liability imposed by the Company should be upheld in a court of law. Approval by the Commission merely recognizes that since it is a court's responsibility to adjudicate negligence and consequent damage claims, it is also the court's responsibility to determine the validity of the exculpatory clause.
- 2.14.3 When the services or facilities of other common carriers are used separately or in conjunction with the Company's facilities or equipment in establishing connection to points not reached by the Company's facilities or equipment, the Company is not liable under any circumstances for any act, omission, error, mistake, interruption or delay of any connecting carrier or other service provider or their respective agents, servants or employees; nor will the Company have any such liability for providers of connections, equipment, facilities, or services other than the Company or its agents, servants, or employees.
- 2.14.4 The Company is not liable for interruptions, errors, delays, or defects in transmission when caused by strike or other labor problems, power fluctuations, surges or failures, national emergencies, insurrections, acts of God, war, fire, flood, adverse weather conditions, explosion, vandalism, acts of terrorism, riots, government authorities, cable cut, ordinances, laws, rules, regulations or restrictions, condemnation or exercise of rights of eminent domain, or other causes beyond the Company's control.
- 2.14.5 The Company will not be liable under any circumstances for any act, omission, error, mistake, interruption or delay of any person or entity owning telecommunications facilities used by the Customer or who furnishes facilities or services connected with or provided in conjunction with the Company's service; or for the culpable conduct of the Customer, its agents, servants, employees, invitees, or guests, or failures of equipment, facilities or connections provided by the Customer.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.15 Liability of the Customer

2.15.1 The Customer will be liable for damages to the facilities of the Company and for all incidental and consequential damages caused by the negligent or intentional acts or omissions of the Customer, its officers, directors, employees, agents, invitees or contractors where such acts or omissions are not the direct result of the Company's negligence or intentional misconduct.

2.15.2 Indemnification by the Customer

The Customer and any authorized or joint users, jointly and severally shall indemnify, defend and hold the Company harmless against claims, loss, damage, expense (including attorneys' fees and court costs) for (i) libel, slander, or infringement of copyright or unauthorized use of any trademark, tradename or service mark arising from the material transmitted over its facilities; (ii) infringement of patents arising from combining with, or using in connection with, facilities of the Company, equipment and systems of the Customer; (iii) all claims of any kind by Customer's end users; and (iv) all other claims including, without limitation, claims for damage to any business or property or injury to, or death of, any person arising out of any act or omission of the Customer in connection with facilities provided by the Company or the Customer. In the event any such infringing use is enjoined, the Customer, authorized user or joint user at its option and expense, shall obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish any claim of infringement, or terminate the claimed infringing use or modify such infringement. The Customer and any authorized or joint users, jointly and severally shall also indemnify, defend and hold the Company harmless against: all claims, demands, losses or liabilities, including, but not limited to, fees and expenses of counsel, arising out of, occasioned by, or in connection with, any act or omission of the Customer or of any person utilizing the Customer's codes, services, equipment, or facilities, with or without the consent or knowledge of the Customer. Service is furnished subject to the conditions that it will not be used: (1) to make foul or profane expressions, (2) to impersonate another person with fraudulent or malicious intent, (3) to call another person so frequently, or at such times, or in any other manner so as to annoy, abuse, threaten, or harass the other person, (4) for any other unlawful purpose, or (5) in such a manner as to interfere with the use of the service by any other user.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.15 Liability of the Customer, (Cont'd.)

2.15.3 Customer-Provided Equipment - The service and facilities furnished by the Company are subject to the following limitations: the Company shall not be liable for damage arising out of mistakes, omissions, interruptions, delays, errors or defects in transmission or other injury, including but not limited to injuries to persons or property from voltages or currents transmitted over the facilities of the Company caused by Customer-Provided equipment or premises wire. The Company shall have no obligation to install, maintain, repair or operate Customer-provided equipment. In the event that the Company, in responding to a Customer-initiated service call, determines that the cause of such service call is a failure, malfunction or inadequacy of Customer-provided equipment, the Customer must compensate the Company for such service call at the prevailing rate.

2.15.4 Use of Facilities of Other Companies - When the facilities of other companies are used in establishing a connection, the Company is not liable for any act, error, omission, or interruption caused by the other company or their agents or employees. This includes the provision of a signaling system database by another company.

... 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.16 Taxes and Surcharges

2.16.1 Taxes, Fees and Surcharges

"Tax" or "Taxes" means any federal, state or local excise, gross receipts, value added, sales, use or other similar tax, fee, tax-like fee or surcharge of whatever nature and however designated, if applicable, imposed or sought to be imposed, on or with respect to purchases by Customer or for the Company's use of public streets or rights of way, which the Company is required or permitted by law or tariff to collect from Customer; provided, however, that the term "Tax" will not include any tax on the Company's corporate existence, status, income, corporate property or payroll taxes.

The Company shall bill any and all applicable taxes, surcharges and fees, including, but not limited to: Federal Excise Tax; State Sales Tax; Municipal Taxes; Gross Receipts Taxes; Telecommunications Relay Services (TRS); and any taxes, surcharges, fees, charges or other payments contractual or otherwise, for the use of public streets or rights-of-way, whether designated as franchise fees or otherwise. As permitted by law, the Company will recover from its Customers any such charges assessed directly against the Company. Such taxes or fees will be itemized separately on the Customer's invoice or billing detail. If Customer fails to pay any Taxes properly billed, Customer will be solely responsible for payment of the Taxes, and penalty and interest.

Taxes and surcharges assessed on bundled services are based upon a model configuration of the product elements. Details are available upon Customer request.

If either Customer or the Company is audited by a taxing or other governmental authority, the other party will cooperate reasonably by responding to the audit inquiries in a proper, complete and timely manner. The Company will cooperate, at Customer's expense, with reasonable requests of Customer in connection with any Tax contest or refund claim. Customer will ensure that no lien is attached to or allowed to remain on any asset of the Company as a result of any Tax contest. Customer will indemnify and hold the Company harmless against any liabilities, damages, losses, costs or expenses arising out of such Tax proceedings, including without limitation any additional Taxes, interest, penalties and attorney's fees.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.16 Taxes and Surcharges, (Cont'd.)

2.16.1 Taxes, Fees and Surcharges, (Cont'd.)

If Customer claims an exemption for any Taxes, Customer must provide the Company with a proper tax exemption certificate as authorized by the appropriate taxing authority. Customer must pay the applicable Taxes to the Company until it provides a valid exemption certificate. If applicable law exempts a service from a Tax, but does not also provide an exemption procedure, the Company will not collect such Tax if Customer provides a letter signed by one of its officers; (i) claiming a right to the exemption; (ii) identifying the applicable law that allows such exemption and does not require an exemption certificate; and (iii) agreeing to indemnify and hold the Company harmless from any tax, interest, penalties, loss, cost or expense asserted against the Company as a result of its not collecting the Taxes from Customer.

JUL 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.17 Jurisdictional Reporting

2.17.1 Switched Access Services

For purposes of determining the jurisdiction of Switched Access Services (originating toll free and terminating traffic), to the extent the Company receives sufficient call detail to permit it to determine the jurisdiction of some or all originating and terminating access minutes of use, the Company will use that call detail to render bills for those minutes. To the extent call detail is not available, the jurisdictional reporting requirements specified below will apply.

When a Customer orders Access Services, its projected Percent Interstate Usage (PIU) must be provided to the Company. Except to the extent the Company has sufficient call detail to determine the jurisdiction of the call, these percentages will be used by the Company to apportion the usage and/or charges between interstate and intrastate until a revised report is received as set forth herein.

To the extent that sufficient call detail is unavailable and the Customer has failed to provide its projected PIU, the Company shall allocate unidentifiable minutes subject to the PIU as 50 percent interstate traffic and 50 percent intrastate traffic.

Based on distribution of traffic (identifiable, Customer based PIU, Default PIU), the Company may derive an aggregated factor.

2.17.2 IntraLATA Toll Usage

For purposes of determining the jurisdiction of IntraLATA Toll Usage termination, to the extent the Company receives sufficient call detail to permit it to determine the jurisdiction of some or all originating and terminating Intralata Toll minutes of use, the Company will use that call detail to render bills for those minutes. To the extent call detail is not available, the jurisdictional reporting requirements specified below will apply.

When a Customer terminates IntraLATA Toll Usage, its projected Percent Local Usage (PLU) must be provided to the Company. Except to the extent the Company has sufficient call detail to determine the jurisdiction of the call, these percentages will be used by the Company to apportion the usage and/or charges between IntraLATA Toll and local until a revised report is received as set forth herein.

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.17 Jurisdictional Reporting, (Cont'd.)

2.17.2 IntraLATA Toll Usage, (Cont'd.)

To the extent that sufficient call detail is unavailable and the Customer has failed to provide its projected PLU, the Company shall allocate unidentifiable minutes subject to the PLU as 50 percent IntraLATA Toll Usage traffic and 50 percent local traffic.

Based on distribution of traffic (identifiable, Customer based PLU, Default PLU), the Company may derive an aggregated factor.

2.17.3 Jurisdictional Reporting Timelines

The Customer shall provide to the Company, to be received no later than 15 days after the end of each quarter, a revised report reflecting the aforementioned factors, as applicable, for the past 3 months, for each service arranged for use, based solely on the traffic originating from or terminating to the Company. The quarterly report will serve as the basis for the next three (3) months billing and will be effective on the bill date for that service. If the Customer does not supply the reports for services where reports are needed, the Company will assume the percentages to be the same as was previously provided in the most recent report(s).

REV 8 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.17 Jurisdictional Reporting, (Cont'd.)

2.17.4 Jurisdictional Reports Verification

If a billing dispute arises or a regulatory commission questions any of the factors, the Customer will provide the data issued to determine the applicable factor. The Customer will supply the data within 30 days of the Company request.

The Customer shall keep records of call detail from which the appropriate jurisdiction can be ascertained and, upon request of the Company, shall make the records available for inspection as reasonably necessary for purposes of verification of the percentages. The Company reserves the right to conduct an audit, internally or with an external firm, at any time during the year. The Customer, at its own expense, has the right to retain an independent auditing firm.

In the event that an audit reveals that any Customer reported factor was incorrect, the Company shall apply the audit results to jurisdictionalize the usage, as applicable, affected by the audit. The Customer shall be back-billed or credited, for a period retroactive to the date that the incorrect percentage was reported, but not to exceed ~~12~~8 months. Back-billed amounts are subject to a late payment penalty and payment shall be made in immediately available funds by the due date printed on the invoice.

Should an audit reveal that the misreported factors resulted in an underpayment of usage charges to the Company of five percent or more of the total usage charges, the Customer shall reimburse the Company for the cost of the audit. Proof of cost shall be the bills, in reasonable detail, submitted to the Company by the auditor.

Within 15 days of completion of the auditor's report, the Company will furnish a copy of the audit results to the person designated by the Customer to receive such results.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.18 Obligations of the Customer

2.18.1 Damages

The Customer shall reimburse the Company for damages to Company facilities utilized to provide services under this tariff caused by the negligence or willful act of the Customer, or resulting from improper use of the Company's facilities, or due to malfunction of any facilities or equipment provided by other than the Company, except that no Customer shall be liable for another Customer's actions.

2.18.2 Ownership of Facilities

Facilities utilized by the Company to provide service under the provisions of this tariff shall remain the property of the Company. Such facilities shall be returned to the Company by the Customer, whenever requested, within a reasonable period following the request in as good condition as reasonable wear permits. Customer shall reimburse the Company, upon demand, for any costs incurred by the Company due to Customer's failure to comply with this provision.

2.18.3 Equipment Space and Power

The Customer shall furnish to the Company, at no charge, equipment space and electrical power required by the Company to provide services under this tariff at the points of termination of such services. The selection of ac or dc power shall be mutually agreed to by the Customer and Company. The Customer shall also make necessary arrangements in order that the Company will have access to such spaces at reasonable times for installation, testing, repair, maintenance or removal of Company service.

AUG 5 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 2 - TERMS AND CONDITIONS, (CONT'D.)

2.18 Obligations of the Customer, (Cont'd.)

2.18.4 Testing

The service provided under this tariff shall be made available to the Company at times mutually agreed upon in order to permit the Company to make tests and adjustments appropriate for maintaining the services in satisfactory operating condition. No credit will be allowed for any interruption during such tests and adjustments.

2.18.5 Design of Customer Services

The Customer shall be responsible for its own expense for the overall design of its services and for any redesigning or rearrangements of its services which may be required because of changes in facilities, operations or procedures of the Company, minimum protection criteria or operating or maintenance characteristics of the facilities.

2.18.6 Network Contingency Coordination

The Customer shall, in cooperation with the Company, coordinate in planning the actions to be taken to maintain maximum network capability following natural or man-made disasters which affect telecommunications service.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHall04b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE

3.1 General

Switched Access Service, which is available to Customers for their use in furnishing their services to end users, provides a two-point electrical communications path between a Customer's premises and an end user's premises. It provides for the use of common and dedicated terminations, switching and trunking facilities, and for the use of common subscriber plant of the Company. Switched Access Service provides for the ability to originate or terminate calls from an end user's premises to a Customer's premises in the LATA where it is provided. When the Customer is a CMRS provider, Switched Access Service rates apply for all interMTA traffic.

Switched Access Service is also available to pass calls between a Customer's premises and the premises of another carrier, including a CMRS provider.

Arrangements for indirect or direct interconnection by Local Exchange Carriers, Competitive Local Exchange Carriers, Wireless Providers (Commercial Mobile Radio Services (CMRS) and Personal Communications Services (PCS)) with the Company's facilities for the completion of local traffic will be negotiated on a case by case basis, pursuant to Sections 251 and 252 of the Communications Act.

3.1.1 Ordering Conditions

Except as provided elsewhere in this tariff, all services offered under this tariff will be ordered using an ASR. The format and terms of the ASR will be as specified in the industry Access Service Order Guidelines (ASOG), unless otherwise specified herein.

080612011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.1 General, (Cont'd.)

3.1.2 Access Service Intervals

Access Service is provided with one of the following Service Date intervals:

Standard Interval

Negotiated Interval

The Company will specify a FOC and the Service Commencement Date contingent on the ASR being complete as received. To the extent the Access Service can be made available with reasonable effort, the Company will provide the Access Service in accordance with the Customer's requested interval, subject to the following conditions:

A. Standard Interval

The Standard Interval for Access Service will be specified at the time the order is placed. This interval only applies to standard service offerings for a Customer which is On-Net and at locations where there are pre-existing facilities to the Customer Premises. Access Service provided under the Standard Interval will be installed during Company business hours.

100812011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHall04b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.1 General, (Cont'd.)

3.1.2 Access Service Intervals, (Cont'd.)

B. Negotiated Interval

The Company will negotiate a Service Date Interval with the Customer when:

1. The Customer requests a Service Date before or beyond the applicable Standard Interval Service Date; or
2. There is no existing facility connecting the Customer Premises with the Company; or
3. The Customer requests a service that is not considered by the Company to be a standard service offering (i.e., if additional engineering is required to complete the order); or
4. The Company determines that Access Service cannot be installed within the Standard Interval.

The Company will offer a Service Date based on the type and quantity of Access Service the Customer has requested. The Negotiated Interval may not exceed the Standard Interval Service Date by more than six (6) months, or, when there is no Standard Interval, the Company offered Service Date.

ISS 8 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.1 General, (Cont'd.)

3.1.3 Access Service Request Modifications

Any increase in the number of Access Service lines, Trunks, Access transport facilities, Out of Band Signaling connections or any change in engineering or functionality of a service will be treated as a new ASR with a new Service Date Interval.

A. Service Commencement Date Changes

ASR service date for the installation of new services or rearrangement of existing services may be changed, but the new service date may not exceed the original Service Commencement Date by more than thirty (30) calendar days. When, for any reason, the Customer indicates that service cannot be accepted for a period not to exceed thirty (30) calendar days, and the Company accordingly delays the start of service, a Service Date Change Charge will apply. In addition, when the Customer submits a request for Service Date Change that is less than five (5) business days from the date of notification by the Customer, a Service Date Change Charge and an Expedited Order Charge will apply. No Expedited Order Charge will apply if the Customer requests a Service Date Change that is more than five (5) business days from the date of request by the Customer but earlier than the original requested Service Commencement Date.

If the Customer requested service date is more than thirty (30) calendar days after the original service date, the order will be canceled by the Company on the thirty-first day. Appropriate cancellation charges will be applied. If the Customer still requires the service, the Customer must place a new ASR with the Company.

The Service Date Change Charge will apply on a per order, per occurrence basis for each service date changed. The applicable charges are set forth in Section 4.

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.1 General, (Cont'd.)

3.1.3 Access Service Request Modifications, (Cont'd.)

B. Design Change Charge

The Customer may request a Design Change to the service order. A Design Change is any change to an ASR which requires Engineering Review. An Engineering Review is a review by Company personnel of the service ordered and the requested changes to determine what changes(s) in the design, if any, are necessary to meet the Customer's request. Design Changes include such changes as the addition or deletion of optional features or functions, a change in the type of Transport Termination (Switched Access only) or type of Channel interface. Any other changes are not considered Design changes for purposes of this subsection and will require issuance of a new ASR and the cancellation of the original ASR with appropriate cancellation charges applied.

The Design Change Charge will apply on a per order, per occurrence basis, for each order requiring a Design Change. The applicable charges, as set forth in Section 4 are in addition to a Service Date Change Charges that may apply.

C. Expedited Order Charge

When placing an Access Order for services(s) for which a Standard Interval exists, a Customer may request a Service Commencement Date that is earlier than the Standard Interval Service Date, in which case an Expedited Order Charge will apply. The Expedited Order Charge will not apply if the new Service Commencement Date is more than five (5) days from the date of the request to the Company of the expedited order request. The request for an earlier service date may be received from the Customer prior to its issuance of an ASR, or after the ASR has been issued but prior to the service date. The Company has the exclusive right to accept or deny the Expedited Order request. However if, upon reviewing availability of equipment and scheduled work load, the Company agrees to provide service on an expedited basis and the Customer accepts the Company's proposal, an Expedited Order Charge will apply.

REV 8 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.1 General, (Cont'd.)

3.1.3 Access Service Request Modifications, (Cont'd.)

C. Expedited Order Charge, (Cont'd.)

If the Company is subsequently unable to meet an agreed upon expedited service date, then the Expedited Order Charge will not apply.

In the event the Company provides service on an expedited basis on the Customer's request, and the Customer delays service or is not ready for delivery of service at the time of installation, a Service Date Change Charge will apply in addition to the Expedited Order Charge.

In the event the Customer cancels an expedited request, the Expedited Order Charge will be added to all applicable Cancellation Charge specified herein.

In the event the Customer requests a Service Date Change after the Company has received the original expedite request, the Expedited Order Charge will still apply.

An Expedited Order Charge will not be applied to orders expedited for Company reasons.

If costs other than additional administrative expenses are to be incurred when the Access Order is expedited, the regulations and charges for Special Construction as set forth in this tariff will apply.

The Expedited Order Charge will apply on a per order, per occurrence basis, as specified in Section 4 Rates.

1.13.3.1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories

The Company applies traditional per minute of use switched access rate elements to originating and terminating traffic including Tandem Services. Switched Access Services may include charges for 1+ domestic and international traffic, 8XX traffic, 500, 700, & 900 access traffic, 950 traffic, and etc. The rate elements may include the following rate categories:

- Carrier Common Line
- Local Switching
- Transport
- 8XX Database Query
- Last Resort LNP Queries

The Company assesses the per minute of use rate elements plus 8XX Data Base Query rates for originating 8XX Access services.

For Tandem Services, including for CMRS, the Company assesses traditional per minute of use switched access rate elements and 8XX Database Query charges, as applicable. The rate elements may include the following rate categories:

- Tandem Switching
- Transport
- 8XX Database Query

1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.1 Carrier Common Line

The Carrier Common Line rate category includes the charges related to the use of common lines by Customers and end users for intrastate access.

3.2.2 Local Switching

The Local Switching rate category establishes the charges related to the use of local office switching equipment, the terminations in the local end office of end user lines, the terminations of calls at Company Intercept Operators or recordings, the use of common trunk port, the use of Signaling Transfer Point (STP), and the SS7 signaling function between the end office and the STP.

Where local end offices are appropriately equipped, international dialing may be provided. International dialing provides the capability of switching international calls with service prefix and address codes having more digits than are capable of being switched through a standard equipped end office.

3.2.3 Transport

The Transport rate category provides the transmission and transport termination facilities between the Customer premises and the switch(es) where the Customer traffic is switched to originate or terminate its communications. The rate components may include:

Transport – Termination (applies to each end of the facility when the function is provided by the Company)
Transport - Facility
Interconnection Charge

The Company will work cooperatively with the Customer in determining 1) whether the service is to be directly routed to an end office switch or through an access tandem switch, and 2) the directionality of the service.

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.3 Transport, (Cont'd.)

A. Transmission Paths

The number of Transport transmission paths provided is based on the Customer's order and is determined by the Company.

B. Interconnection

Interconnection of non-Company switched access transport facilities is available between an end office and a Customer point of presence where such facilities are provided.

3.2.4 Tandem Switching

The Tandem Switching category establishes the charges associated with "switching" the call through the Company's switching office from the "incoming" trunk group to the "outgoing" trunk group.

Tandem Switching charges apply when the Company passes a call between the Customer and another carrier, including CMRS providers. Tandem switching charges may include charges for multiplexing (the process that converts signals from analog to digital or vice versa) and associated trunk ports (the connection between two switches, or a router and a switch, that carries the traffic of more than one local area network (LAN), where applicable.

3.2.5 8XX Toll Free Data Base Query Service

8XX (Toll Free) Data Base Access Service is a service that utilizes originating trunk side Switched Access Service to deliver 8XX Toll Free calls to the Toll Free Service Providers. The service provides for the forwarding of end user dialed 8XX Toll Free calls to a Service Switching Point which will initiate a query to the database to perform the Customer identification (CIC) or Telephone number (TN) lookup and delivery function. The call is forwarded to the appropriate Interexchange Carrier or Exchange Carrier service provider, based on the query response information (CIC or TN). Records exchange, rating and billing for 8XX Toll Free Data Base Access Service is subject to the provisions of the Multiple Exchange Carrier Access Billing Guidelines (MECAB).

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.6 Local Routing Number (LRN) Query Service of Last Resort

LRN Query Service of Last Resort can be used when a call is routed to the Company's local or tandem switching office where the dialed telephone number is portable and a query has not been performed to identify the correct Carrier for routing of the call. A LRN query will be performed and the call will be re-routed to the correct Carrier. This service charge is a per query charge and will be billed to the Carrier originating the call.

3.2.7 Billing Name and Address (BNA)

A. General

Billing Name and Address (BNA) Service is the provision of the complete billing name, street address, city or town, state and zip code for a telephone number assigned by the Company.

BNA Service is provided for the sole purpose of permitting the Customer to bill its telephonic communications services to its end users and may not be resold or used for any other purpose, including marketing activity such as market surveys or direct marketing by mail or telephone.

The Customer may not use BNA information to bill for merchandise, gift certificates, catalogs, or other services or products.

BNA Service will be provided on a manual basis, whereby the information will be provided by voice telecommunications, facsimile, or by mail, as appropriate.

BNA information is furnished for sent-paid, collect, bill to third number, 700 and 900 service messages and messages charged to a calling card that is resident in the Company's data base.

JUL 28 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.7 Billing Name and Address (BNA), (Cont'd.)

1. A request for information on over 100 and up to 500 telephone numbers should be mailed to the Company. The Company will provide the response by first class U.S. Mail, or its equivalent, within ten (10) business days.
2. The Company will specify the format in which requests and tapes are to be submitted.
3. The BNA information will be provided for the calling number furnished to the extent a billing name and address exists in the Company database, including non-published and non-listed numbers. If the billing name and address information for a specific calling number is confidential due to legal, national security, end user or regulatory imposed requirements, the Company will provide an indicator on the confidential records.
4. The Company will provide the most current BNA information in its database. Due to normal end user account activity, there may be instances in which the BNA information is not the BNA that was applicable at the time the message was originated.

C. Obligations of the Customer

1. With each order for BNA Service, the Customer shall identify the authorized person and address to receive the BNA information.
2. The Customer shall institute adequate internal procedures to insure that BNA information, including that related to non-published and non-listed telephone numbers, is used only for the purpose set forth in this tariff and that BNA information is available only to those Customer personnel or agents with a need to know the information. The Customer must handle all billing name and address information designated as confidential by the Company in accordance with the Company's procedures concerning confidential information. The Company will provide to the Customer a statement of its procedures concerning confidential information.
3. The Customer shall not publicize or represent to others that the Company jointly participates with the customer in the development of the customer's end user records, accounts, data bases or market data, records, files and data bases or other systems it assembles through the use of BNA Service.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.8 Recording Service Media Options

A. General

Recording Service is the entering on magnetic tape or other acceptable media the details of Customer messages recorded via the Company's end office or tandem switching equipment through Switched Access service. Recording is provided 24 hours a day, seven (7) days a week. Billing for Recording Service is based on the Media Option selected by the Company pursuant to Section 4 of this tariff.

B. Undertaking of the Company

A standard format for the provision of the recorded Customer message detail will be established by the Company and provided to the Customer. If, in the course of Company business, it is necessary to change the format, the Company will notify the involved Customers six months prior to the change.

3.2.9 Automatic Number Identification

A. General

This option provides the automatic transmission of a seven or ten digit number and information digits to the Customer's premises for calls originating in the LATA, to identify the calling station. The ANI feature, which is a software function, will be associated on a call-by-call basis with (1) all individual transmission paths in a trunk group routed directly between an end office and a Customer's premises or, where technically feasible, with (2) all individual transmission paths in a trunk group between an access tandem and a Customer's premises.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.9 Automatic Number Identification, (Cont'd.)

B. Regulations

The Company will provide Automatic Number Identification (ANI) associated with an intrastate service, by tariff, to any entity (ANI recipient), only under the following terms and conditions:

1. The ANI recipient or its designated billing agent may use or transmit ANI information to third parties for billing and collection, routing, screening, ensuring network performance, and completion of a telephone subscriber's call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction, or for performing a service directly related to the telephone subscriber's original call or transaction.
2. The ANI recipient may offer to any telephone subscriber with whom the ANI recipient has an established Customer relationship, a product or service that is directly related to products or service previously purchased by the telephone subscriber from the ANI recipient.
3. The ANI recipient or its designated billing agent is prohibited from utilizing ANI information to establish marketing lists or to conduct outgoing marketing calls, except as permitted by the preceding paragraph, unless the ANI recipient obtains the prior written consent of the telephone subscriber permitting the use of ANI information for such purposes. The foregoing provisions notwithstanding, no ANI recipient or its designated billing agent may utilize ANI information if prohibited elsewhere by law.
4. The ANI recipient or its designated billing agent is prohibited from reselling, or otherwise disclosing ANI information to any other third party for any use other than those listed in paragraph 1 above, unless the ANI recipient obtains the prior written consent of the subscriber permitting such resale or disclosure.

... 8 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 3 - SWITCHED ACCESS SERVICE, (CONT'D.)

3.2 Rate Categories, (Cont'd.)

3.2.9 Automatic Number Identification, (Cont'd.)

B. Regulations, (Cont'd.)

5. Violation of any of the foregoing terms and conditions by any ANI recipient other than a Telephone Corporation shall result, after a determination through the Commission's complaint process, in suspension of the transmission of ANI by the Company until such time as the Commission receives written confirmation from the ANI recipient that the violations have ceased or have been corrected. If the Commission determines that there have been three or more separate violations in a 24 month period, delivery of ANI to the offending party shall be terminated under terms and conditions determined by the Commission.
6. The ten digit ANI telephone number is only available with Feature Group D. The ten digit ANI telephone number consists of the Numbering Plan Area (NPA) plus the seven digit ANI telephone number. The ten digit ANI telephone number will be transmitted on all calls except in the case of ANI failure, in which case only the NPA will be transmitted (in addition to the information digit described below).
7. Where ANI cannot be provided, information digits will be provided to the Customer.

The information digits identify: (1) telephone number is the station billing number - no special treatment required, (2) ANI failure has occurred in the end office switch which prevents identification of calling telephone number - must be obtained by operator or in some other manner. The ANI telephone number is the listed telephone number of the Customer and is not the telephone number of the calling party.

C. Terms and Conditions

Violation of any of the foregoing terms and conditions by a Telephone Corporation may result in Commission prosecution of penalty and enforcement proceedings pursuant to the regulations of the Public Utilities Commission of the State of Ohio.

JUL 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES

4.1 Switched Access Service

4.1.1 Cincinnati Rates and Charges

A. Service Implementation

Installation Charge (Per Trunk)

	<u>Entrance Facility</u>	<u>Nonrecurring Charge</u>
<u>Installation Charge (per channel)</u>		
2-wire		\$308.95
each additional 2-wire		\$119.49
4-wire		\$314.69
each additional 4-wire		\$125.19
first DS1		\$866.97
each additional DS1		\$486.83
first DS3		\$870.50
each additional DS3		\$427.88

B. Change Charges (per order)

<u>Charge per Occurrence</u>	<u>Nonrecurring Charge</u>
Service Date Change Charge	\$10.00
Design Change Charge	\$25.00
Expedited Order Charge	\$100.00
Service Order Charge	\$25.00
Access Carrier Name Abbreviation (ACNA) Change (per trunk)	\$22.00
Billing Account Number (BAN) Change	\$170.00
Customer Circuit Identification (CKR) Change	\$22.00

C. Cancellation Charges (per order)

Cancellation charge	See Section 2.5.1
---------------------	-------------------

110 01 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.1 Switched Access Service, (Cont'd.)

4.1.1 Cincinnati Rates and Charges, (Cont'd.)

D. Direct Connect Charges:

<u>Entrance Facility</u>	<u>Monthly Recurring Charge</u>
2-wire	\$25.00
4-wire	\$45.24
per DS1	\$133.81
per DS3	\$2,100.00

E. Switched Access Rate Elements

<u>Rate Element</u>	<u>Access Rate Per Minute of Use</u>
Carrier Common Line (Originating)	\$0.0000000
Carrier Common Line (Terminating)	\$0.0000000
Local Switching (Originating)	\$0.0048305*
Local Switching (Terminating)	\$0.0048305*

F. Tandem Switching and Transport Elements

<u>Transport</u>	<u>Access Rate Per Minute of Use</u> <u>(Originating and Terminating)</u>
Termination (each), per minute	\$0.000600
Facility, per minute per mile (@ 10 miles)	\$0.001170
Interconnection Charge	\$0.000000
Tandem Switching, per minute	\$0.002241**

*Consists of Local Switching and Shared Trunk Port

**Consists of Tandem Switching and Tandem Multiplexing

G. Direct-Trunked Transport

Refer to the Company's Private Line Pricing Guide for full descriptions and rates associated with dedicated capacity services, posted at www.twtelecom.com/cust_center/tariffs_forms_main.html.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.1 Switched Access Service, (Cont'd.)

4.1.1 Cincinnati Rates and Charges, (Cont'd.)

H. Other Switched Access Charges

<u>Rate Element</u>	<u>Access Rate</u>
A. 8XX Toll Free Data Base 8XX CIC or POTS Query - per Query	\$0.002391
B. LRN Query of Last Resort - per Query	\$0.06
C. BNA (Billing Name & Address) per 10-digit ANI requested	\$0.20
D. Media Options Charges	
Electronic Data Transfer (per record transferred)	\$0.003
CD or Email, per record	\$0.003
Invoice Provisioning, per invoice	\$15.00
E. Automatic Number Identification (ANI)	
Per ANI delivered	\$0.00008

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.1 Switched Access Service, (Cont'd.)

4.1.2 Columbus and Dayton Rates and Charges

A. Service Implementation

Installation Charge (Per Trunk)

	<u>Entrance Facility</u>	<u>Nonrecurring Charge</u>
<u>Installation Charge (per channel)</u>		
2-wire		\$308.95
each additional 2-wire		\$119.49
4-wire		\$314.69
each additional 4-wire		\$125.19
first DS1		\$866.97
each additional DS1		\$486.83
first DS3		\$870.50
each additional DS3		\$427.88

B. Change Charges (per order)

<u>Charge per Occurrence</u>	<u>Nonrecurring Charge</u>
Service Date Change Charge	\$10.00
Design Change Charge	\$25.00
Expedited Order Charge	\$100.00
Service Order Charge	\$25.00
Access Carrier Name Abbreviation (ACNA) Change (per trunk)	\$22.00
Billing Account Number (BAN) Change	\$170.00
Customer Circuit Identification (CKR) Change	\$22.00

C. Cancellation Charges (per order)

Cancellation charge	See Section 2.5.1
---------------------	-------------------

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OH1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.1 Switched Access Service, (Cont'd.)

4.1.2 Columbus and Dayton, (Cont'd.)

D. Direct Connect Charges:

<u>Entrance Facility</u>	<u>Monthly Recurring Charge</u>
2-wire	\$25.00
4-wire	\$45.24
per DS1	\$133.81
per DS3	\$2100.00

E. Switched Access Rate Elements

<u>Rate Element</u>	<u>Access Rate Per Minute of Use</u>
Carrier Common Line (Originating)	\$0.000000
Carrier Common Line (Terminating)	\$0.000000
Local Switching (Originating)	\$0.00 3487*
Local Switching (Terminating)	\$0.00 3487*

F. Tandem Switching and Transport Elements

<u>Transport</u>	<u>Access Rate Per Minute of Use</u> <u>(Originating and Terminating)</u>
Termination (each), per minute	\$0.000103
Facility, per minute per mile (@ 10 miles - Columbus)	\$0.00013
Facility, per minute per mile (@ 10 miles - Dayton)	\$0.000013
Interconnection Charge	\$0.000000
Tandem Switching, per minute	\$0.001133**
*Consists of Local Switching and Shared Trunk Port	
**Consists of Tandem Switching and Tandem Multiplexing	

G. Direct-Trunked Transport

AUG 31 2011

Refer to the Company's posted Private Line Pricing Guide for full descriptions and rates associated with Dedicated Capacity Services, posted at www.twtelecom.com/cust_center/tariffs_forms_main.html.

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.1 Switched Access Service, (Cont'd.)

4.1.1 Columbus and Dayton Rates and Charges, (Cont'd.)

H. Other Switched Access Charges

<u>Rate Element</u>	<u>Access Rate</u>
A. 8XX Toll Free Data Base 8XX CIC or POTS Query - per Query	\$0.002304
B. LRN Query of Last Resort - per Query	\$0.06
C. BNA (Billing Name & Address) per 10-digit ANI requested	\$0.20
D. Media Options Charges	
Electronic Data Transfer (per record transferred)	\$0.003
CD or Email, per record	\$0.003
Invoice Provisioning, per invoice	\$15.00
E. Automatic Number Identification (ANI) Per ANI delivered	\$0.00008

RSC 81 200

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 4 - RATES AND CHARGES, (CONT'D.)

4.2 Carrier Identification Code Opening Charge

4.2.1 General

A Customer may request the opening of its Carrier Identification Code (CIC) on the Company's switches to allow the Company's end users to select the Customer as their interLATA, IntraLATA, interstate and/or international service provider. A Charge is applicable for each switch in which the CIC is opened.

4.2.2 Rates and charges

CIC/ASR Charge per switch	\$50.00
---------------------------	---------

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 5 - TELECOMMUNICATIONS SERVICE PRIORITY

5.1 General

Telecommunications Services Priority (TSP) is a priority restoration and provisioning service offered to Customers whose telecommunications needs meet national Security Emergency preparedness (NS/EP) specifications as determined by the TSP program Office. TSP services fall into two categories. Emergency and Essential Emergency Services are newly ordered services so critical as to require provisioning at the earliest possible time, without regard to the service users' cost. Essential Services are all other NS/EP services assigned restoration and/or provisioning priorities with the TSP system.

5.2 Ordering

In order to qualify for TSP services, the Customer must obtain a certificate from the TSP Program Office specifying the circuits and their level of restoration and provisioning priority. Customers can request assignment to the TSP System through the following agencies:

Customer	Contact
Federal Agencies	TSP program Office
State/Local Governments	Federal Emergency Management Agency
Foreign Governments	Departments of State or Defense
Private Industry	Through Federal Agency which has a contractual relationship involving NS/EP functions

TSP service is applicable to services which include local exchange service, private line service, switched access service and dedicated access service. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request

The Customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the company to obtain TSP System Service.

AUG 8 1 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 5 - TELECOMMUNICATIONS SERVICE PRIORITY, (CONT'D.)

5.3 Provisioning Priority

If the Customer requires service within a shorter time interval than the Company can provide, and the requested service qualifies for NS/EP, the Customer may elect to invoke NS/EP treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office.

5.4 Restoration Priority

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NS/EP telecommunications services. The Company will restore these services before services without restoration assignments in the order of priority assignments.

When the Company recognizes a TSP service as being out of service, unusable, or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 5 - TELECOMMUNICATIONS SERVICE PRIORITY, (CONT'D.)

5.5 Obligations of the Customer

- 5.5.1 In all instances, the Customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Company.
- 5.5.2 Only the Customer or its authorized agent as indicated in a letter of agency on file with the Company is allowed to order TSP system service.
- 5.5.3 All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirement of that assignment.
- 5.5.4 In obtaining TSP system service, the Customer consents to the release of certain information by the company to the federal government in order to maintain and administer the TSP System. Such information includes: the Customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service identification number associated with the NS/EP service.
- 5.5.5 The Company will attempt to notify the customer of expected charges. The Customer when invoking NS/EP treatment, recognizes that quoting charges and obtaining permission beforehand may not be practicable and may cause unnecessary delays and, as a result, grants the Company the right to quote and bill charges after provisioning the service.
- 5.5.6 During certain emergencies the Customer may request TSP assignments verbally and the company will accept such verbal notifications. The Customer must submit a written order to the company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service become immediately due and payable and the requested TSP priority is revoked.
- 5.5.7 The Customer must request and justify revalidation of all priority level assignments at least every three years.
- 5.5.8 Additionally, the NCS manual 3-1-1, "Telecommunications service Priority (TSP) System for National Security Preparedness (NS/EP Service User manual)" prescribes specific conditions which warrant NS/EP treatment and related procedures.

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 5 - TELECOMMUNICATIONS SERVICE PRIORITY, (CONT'D.)

5.6 Obligations of the Company

5.6.1 The Company will allocate resources to ensure the best efforts to provide NS/EP services by the time required.

5.6.2 The Company will work TSP system services in the order of the priority level assignments. The priority sequence is as follows:

Restore NS/EP services assigned restoration priority 1

Provision Emergency NS/EP services

Restore NS/EP services assigned restoration priority 2, 3, 4 or 5

Provision NS/EP service assignment provisioning priority 1, 2, 3, 4 or 5.

5.6.3 The Company will work cooperatively with other providers of NS/EP services to ensure end to end service even if only a portion of the service is provided by the Company.

5.6.4 TSP service will be provided in accordance with the guidelines set forth in NCS manual 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Preparedness (NSEP) Service Vendor Handbook."

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b

SWITCHED ACCESS SERVICE

SECTION 5 - TELECOMMUNICATIONS SERVICE PRIORITY, (CONT'D.)

5.7 Pricing

Four rate elements apply to TSP pricing:

- 5.7.1 Priority Installation Nonrecurring Charge applies in addition to other normal charges for the expedited installation of a TSP circuit.

Per circuit \$100.00

- 5.7.2 Priority Restoration Nonrecurring Level Implementation Charge B applies when a circuit is first given a TSP restoration level.

Per Circuit \$100.00

- 5.7.3 Priority Restoration Monthly maintenance Charge B applies to TSP circuits.

Per Circuit, per month \$2.00

- 5.7.4 Priority Restoration Nonrecurring Level Change Charge B applies when a restoration level is modified on a TSP circuit.

Per change per Circuit \$50.00

AUG 31 2011

Issued: July 28, 2011

Effective: August 27, 2011

Issued By: Pamela Sherwood, Vice President, Regulatory Affairs
10475 Park Meadows Drive
Littleton, CO 80124

OHa1104b