

COLORADO TELECOMMUNICATIONS TARIFF

of

PNG TELECOMMUNICATIONS, INC.

d/b/a PowerNet Global Communications

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Regulations and Schedule of Charges Applying to
Competitive Facilities-Based and Resold Local
Exchange Telecommunications Services

This tariff ("Tariff") contains the descriptions, regulations, and rates applicable to the furnishing of competitive, presubscribed resold and facilities-based intrastate local exchange telecommunications services provided by PNG Telecommunications, Inc. d/b/a PowerNet Global Communications ("Company") within the State of Colorado. This tariff is on file with the Colorado Public Utilities Commission ("Commission"). Copies may be inspected during normal business hours at the Company's principal place of business: 100 Commercial Drive, Fairfield, OH 45014, (866) 462-3269, and will be maintained on the Company's web site www.powernetulobal.com.

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EXPLANATION OF SYMBOLS

The following symbols shall be used in this Tariff for the purposes indicated below.

- (C) To signify change in text due to a changed regulation, term, or condition which does not affect rates.
- (D) To signify discontinued service or deleted material.
- (I) To signify a rate increase.
- (M) To signify material relocated from or to another part of Tariff schedule with no change in text, rate, rules or conditions.
- (N) To signify new materials including new products, rates, terms, or conditions.
- (R) To signify a rate reduction.
- (T) To signify change in wording of text but no change in rate, charges, terms, or conditions.

TARIFF FORMAT

- A. Page Numbering:** Page numbers appear in the upper right corner of the Page. Pages are numbered sequentially. However, occasionally, 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. the Commission follows in its tariff approval process, the most current Page number on file with the Commission is not always the Page in effect. Consult the Check Page for the Page currently in effect.
- C. Paragraph Numbering Sequence:** There are nine levels of paragraph coding. Each level of code 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).

SECTION 1 - APPLICATION OF TARIFF

- 1.1. This Tariff contains the regulations and rates applicable to furnishing of local exchange telecommunications Services provided by Company to Customers for telecommunications between points within the State of Colorado. Company's Services are furnished subject to the availability of facilities and subject to the terms and conditions of this Tariff.
- 1.2. The rates and regulations contained in this Tariff apply only to the Services furnished by Company and do not apply, unless otherwise specified, to the lines, facilities, or services provided by a local Exchange telephone company or other common Carrier for use in accessing the Services of Company.
- 1.3. Company may not be deemed to have waived or impaired any right, power, requirement or option reserved by this Tariff (including, but not limited to, the right to demand exact compliance with every term and condition herein), by virtue of any custom or practice of Company at variance with the terms hereof, or any failure, refusal or neglect of Company to exercise any right under this Tariff or to insist upon exact compliance with its terms, or any waiver, forbearance, delay, failure or omission by Company to exercise any right, power or option hereunder.
- 1.4. The rates, rules, terms and conditions contained herein are subject to change pursuant to the rules and regulations of the Commission.
- 1.5. The Customer is entitled to limit the use of Company's Services by End Users at the Customer's facilities, and may use other common Carriers in addition to or in lieu of Company.
- 1.6. This Tariff will be maintained and made available for inspection by any Customer at Company's principal business office at 100 Commercial Drive, Fairfield, OH 45014 and on the Company's web site, www.powernetglobal.com.

SECTION 2 - DEFINITIONS

Certain terms used generally throughout this Tariff for Communications Service of this Company are defined below.

Access Line: A circuit providing Exchange Service between a Customer's standard network interface and a serving switching center.

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

Applicant: The individual, firm, partnership, association, corporation, municipality, cooperative organization, governmental agency, etc., which has applied to the Company for Services provided pursuant to this Tariff.

Authorized User: A person, firm or corporation which is authorized by the Customer to be connected to the Service of the Customer.

B Channel: Provides one voice or data Channel on the Primary Rate Interface or Primary Rate Port to the PSTN.

Basic Local Exchange Service: "Basic local exchange service" (basic service) means the telecommunications service that provides a local access line, and local usage necessary to place or receive a call within a local calling area as established by the Commission.

Business Customer: A Business Customer is a Customer who subscribes to the Company's Service(s) and whose primary use of the Service is of a business, professional, institutional, or otherwise occupational nature.

SECTION 2 - DEFINITIONS, Continued

Business Service: Service will be classified as Business Service if:

- A. The Service is used primarily or substantially for a paid commercial, professional or institutional activity; or
- B. The Service is situated in a commercial, professional or institutional location, or other location serving primarily or substantially as a site of an activity for pay; or
- C. The Service number is listed as the principal or only number for a business in any telecommunications directory; or
- D. The Service is used to conduct promotions, solicitations, or market research for which compensation or reimbursement is paid or provided.

Called Station: The terminating point of a call (i.e., the called number).

Carrier: An entity certified by the Commission to provide telecommunications Services within Colorado. Companies providing telecommunications Services but for which certification is not required by Commission are also included in this definition.

Channel: A communications path between two or more points of termination.

Commission: Colorado Public Utilities Commission.

Company: PNG Telecommunications, Inc., the issuer of this Tariff.

Customer Premises: A location(s) designated by the Customer for the purposes of connecting to Company's Services.

Customer: The person, firm or corporation which purchases Service and is responsible for the payment of charges and compliance with the Company's regulations.

D Channel: Provides one Channel for the out-of-band signaling required. A single D Channel may control more than one Primary Rate Interface or Port.

SECTION 2 - DEFINITIONS, Continued

Disconnect or Disconnection: The termination of a circuit connection between the Originating Station and the Called Station or Company's operator. Also termination of local exchange service initiated by the company for non-payment, etc.

Discontinue or Discontinuance: A permanent cessation of telephone services.

End User: Any person, firm, corporation, partnership or other entity which uses the Services of PNG under the provisions and regulations of this Tariff. The End User is responsible for payment unless the charges for the Services utilized are accepted and paid by another Customer.

Exchange: A basic unit for the administration of communication Services in a specified area, called the Exchange Area. It usually consists of one or more central offices together with the associated plant used in furnishing communication Service in that area.

Facility: Includes, in the aggregate or otherwise, but is not limited to, the following:

| | |
|----------------------|-------------|
| Channels | Lines |
| Apparatus | Devices |
| Equipment | Accessories |
| Communications paths | Systems |

which are provided by Company and utilized by it in the furnishing of telecommunications Services or which are provided by a Customer and used for telecommunications purposes.

Holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, or any day which is a legally observed federal government holiday.

Installation Charges: Charges, which are assessed on a non-recurring basis for the establishment of a Service. The terms "Installation Charges" and "non-recurring charges" are used interchangeably within this Tariff to refer to non-variable charges.

SECTION 2 - DEFINITIONS, Continued

Interexchange: Telephone calls, traffic, Facilities or other items that originate in one Exchange and terminate in another.

InterLATA: A term used to describe Services, functions, etc., that relate to telecommunications originating in one LATA and terminating outside of the originating LATA.

IntraLATA: A term used to describe Services, revenues, functions, etc., that relate to the telecommunications that originate and terminate within the same LATA.

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

Line Restoral Charge: A charge applying to the restoral of service to each local exchange line, PBX trunk or WATS access line suspended at the request of the Customer or End User or suspended by the Company for non-payment of charges due.

Local Calling Area: "Local calling area" (LCA) means the geographic area approved by the Commission in which customers may make calls without payment of a toll charge for each call. The local calling area may include exchange areas in addition to the serving exchange area.

Local Exchange Carrier: A company which furnishes Local Exchange telecommunications Service.

Local Exchange Service: The furnishing of telecommunications Service to individual Residence and Business Customers within a specified geographical area for Basic Local Exchange Service.

Major Service Interruption: An interruption of Customer Service due to the Company's negligence or due to its noncompliance with the provisions of this Tariff.

Operator Dialed Charge: The End User places the call without dialing the destination number, although the capability to do it himself exists. The End User will dial "0" for local calls and "00" for long distance calls and then requests the operator to dial the Called Station.

SECTION 2 - DEFINITIONS, Continued

Operator Dialed: Applies a surcharge to operator Station, person-to-person, station collect, person collect and third party rated calls when the Customer has the capacity of dialing all the digits necessary to complete a call, but elects to dial only the appropriate operator code and requests the operator to dial the Called Station.

Premises: The space occupied by a Customer or Authorized User in a building or buildings or contiguous property (except railroad rights-of-way, etc.) not separated by a highway.

Primary Rate Interface: Provides a Digital multichannel transmission path between the Customer's PRI serving Central Office and the Customer's demarcation point. The Interface includes the PRI Port and the facility between the Customer's Premises and the PRI serving office^.

Primary Rate Port; A PRI connection that does not include the facility between the Customer's premises and the PRI serving office. The connection is made using a transport facility purchased separately and must be at a minimum DS1 level.

Recurring Charges: The monthly charges to the Customer for Services, Facilities and equipment, which continue for the agreed upon duration of the Service.

Residential Service: Service will be classified as Residential Service if none of the conditions of Business Service preceding apply, and:

- A. The use of the Service is primarily and substantially of a social or domestic nature, and
- B. Service is located in a residence or, in the case of a combined business and residence Premises, the Service is located in a bona fide residential quarters of such Premises while Business Service is located in the business quarters of the same Premises.

SECTION 2 - DEFINITIONS, Continued

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 the tariffs of the Company, in which case the Service Commencement Date is the date of the Customer's acceptance. The Company and Customer may mutually agree on a substitute Service Commencement Date.

Service Order Request: The written or oral request for Company Services submitted by the Customer in the format devised by the Company.

Service(s): The telecommunications Services that Company offers pursuant to this Tariff.

Station: Telephone equipment from or to which calls are placed.

Station-to-Station: Station-to-station calls are those calls where the person originating the call to an operator does not specify any particular person, station point or department. The call may be billed to the called party.

Suspend or Suspension: The temporary cessation of individual telecommunications services to Customers, which may be followed by Disconnection.

Telecommunications Relay Service (TRS): Enables deaf, hard-of-hearing or speech-impaired persons who use a text telephone or similar devices, to communicate freely with the hearing population not using text telephone and visa versa.

User: A Customer or any other person authorized by a Customer to use Service provided to the Customer under a Company tariff.

SECTION 3 - RULES AND REGULATIONS

3.1. UNDERTAKING OF THE COMPANY

- 3.1.1.** The Company does not undertake to transmit messages but offers the use of its Facilities for the transmission of communications.
- 3.1.2.** Customers and Users may use Services and Facilities provided under the tariffs of the Company to obtain access to services offered by other companies. The Company is responsible for the Services and Facilities provided under its tariffs, and for its unregulated services provided pursuant to contract, and it assumes no responsibility for any service (whether regulated or not) provided by any other entity that purchases access to the Company network in order to originate or terminate such entity's own services, or to communicate with such entity's own customers.
- 3.1.3.** The Company shall have no responsibility with respect to billings, charges or disputes related to services used by the Customer which are not included in the Services herein including, without limitation, any local, regional or long distance Services not offered by the Company. The Customer shall be fully responsible for the payment of any bills for such services and for the resolution of any disputes or discrepancies with the service provider.

SECTION 3 - RULES AND REGULATIONS, Continued

3.2. DESCRIPTION OF SERVICE

Company Service consists of any of the Services offered pursuant to this Tariff, either individually or in combination. Each Service is offered independent of the others, unless otherwise noted. Service is offered via the Company's Facilities or in combination with transmission facilities provided by other certificated Carriers.

3.3. APPLICATION FOR SERVICE

A Customer may apply for service by telephone, in person or in writing. An applicant may be required to complete the appropriate Service Order form and submit the Service Order in compliance with Company subscription requirements as may be established from time to time.

3.4. SHORTAGE OF EQUIPMENT OR FACILITIES

3.4.1. The Company reserves the right to limit or to allocate the use of existing Facilities or of additional Facilities offered by the Company, when necessary because of lack of Facilities, or due to some other cause beyond the Company's control, on a nondiscriminatory basis.

3.4.2. The furnishing of Service under the tariffs of the Company is subject to the availability on a continuing basis of all the necessary Facilities and is limited to the reasonable capacity of the Company's Facilities as well as facilities the Company may obtain from other Carriers to furnish Service from time to time as required at the sole discretion of the Company.

SECTION 3 - RULES AND REGULATIONS, Continued

3.5. TERMS AND CONDITIONS

- 3.5.1.** Service shall be provided and billed on the basis of a minimum period of at least one month. The Customer must pay the regular tariffed rate for Service for the minimum period of Service if Service is Discontinued during the initial minimum Service period. If a Customer Discontinues Service after the initial minimum Service period has ended, then the Customer will be billed pro rata for Services rendered.
- 3.5.2.** Customers may be required to enter into written Service Orders which shall contain or reference a specific description of the Service ordered, the rates to be charged, the duration of the Services, and the terms and conditions in the tariffs of the Company. Customer will also be required to execute any other documents as may be reasonably requested by the Company.
- 3.5.3.** At the expiration of the initial term specified in each Service Order, or in any extension thereof, Service shall continue on a month-to-month basis at the then current rates unless Discontinued by either party. Any Discontinuance shall not relieve Customer of the Customer's obligation to pay any charges incurred under the Service Order and the tariffs of the Company prior to termination. The rights and obligations which by their nature extend beyond the Discontinuance of the term of the Service Order shall survive such Discontinuance.
- 3.5.4.** The tariffs of the Company shall be interpreted and governed by the laws of the State of Colorado without regard for its choice of laws provision.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY

3.6.1. Generally -Because the Customer has exclusive control of its communications over the Services furnished by the Company, and because interruptions and errors incident to these Services are unavoidable, the Services the Company furnishes are subject to the terms, conditions, and limitations specified in this Tariff and to such particular terms, conditions, and limitations as set forth in the special regulations applicable to the particular Services and Facilities furnished under this Tariff.

3.6.2. Limits of Liability: The liability of Company for damages arising out of the furnishing of, or failing to furnish, its Services, including but not limited to mistakes, omission, Disconnections, interruptions, delays, acts of a third party, errors, defects, or representations, whether caused by acts or omissions is limited to the extension of allowances for interruption as set forth in this Tariff. Such allowances for interruptions are the sole remedy of the Customer and the sole liability of Company. Company will not be liable for any direct, indirect, incidental, special, consequential, exemplary or punitive damages to Customer as a result of any Company Service, equipment or Facilities, or the acts or omissions, acts of a third party, or the acts or omissions of Company, its employees or agents.

Company will not be liable to the Customer or Authorized User for, and the Customer and any Authorized User, jointly and severally, will indemnify, defend and hold harmless Company from any allegation, claim, loss, damage, liability, defect, cost or expense resulting from or involving:

A. Circumstances Beyond the Company's Control: The Company shall not be liable for any delay or failure of performance or equipment due to causes beyond its control, including but not limited to: acts of God, fire, flood, explosion or other catastrophes; any law, order, regulation, direction, action or request of the United States government or of any other government, including state and local governments having or claiming jurisdiction over the Company, or of any department, agency, commission, bureau, corporation or other instrumentality of any one or more of these federal, state, or local governments, or of any military authority; preemption of existing Service in compliance with national emergencies; insurrections; riots; wars; unavailability of rights-of-way or materials, or strikes, lockouts, work stoppages, or other labor difficulties when it does not involve the Company's employees.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.2. Limits of Liability, Continued

- B. Acts of Other Entities: The Company shall not be liable for: (a) any act or omission of any entity furnishing the Company or the Company's Customers facilities or equipment used for or with the Services the Company offers, or (b) for the acts or omissions of other Carriers or suppliers.
- C. Acts of the Customer: The Company shall not be liable for any damages or losses due to the fault of negligence of the Customer, its employees, agents, or suppliers, or due to the failure of malfunction of Customer-provided equipment or facilities. This limitation of liability also pertains to Customer Premises equipment purchased or leased from the Company by the Customer.
- D. Damage to Customer's Premises: The Company shall not be liable for any defacement of or damage to Customer Premises resulting from the furnishing of Services or equipment on such Premises or the installation or removal thereof, unless such defacement or damage is caused by gross negligence or willful misconduct of the Company's agents or employees. No agents or employees of other participating Carriers, or supplying Carriers to the Company, shall be deemed to be agents or employees of the Company.
- E. Liability for Acts of Other Carriers or Companies: The Company shall not be liable for any act or omission of any other company or companies supplying a portion of the service, or for damages associated with service, Channels, or equipment which it does not furnish, or for damages which result from the operation of Customer-provided systems, equipment, facilities or services which are interconnected with Company Services.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.2. Limits of Liability, Continued

- F. Liability for Transmission Errors and Personal Injury- The Company shall not be liable for damages 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 Service of the Company,
1. caused by Customer-provided equipment (except where a contributing cause is the malfunctioning of a Company-provided connecting arrangement, in which event the liability of the Company shall not exceed an amount equal to a proportional amount of the Company billings for the period of Service during which such mistake, omission, interruption, delay, error, defect in transmission or injury occurs), or
 2. not prevented by Customer-provided equipment but which would have been prevented had Company-provided equipment been used.
- G. Discontinuance of Service: The Company shall not be liable for the Discontinuance of Service for failure to pay the charges billed to Customer, including but not limited to, any direct, indirect, incidental, special consequential, exemplary or punitive damages, so long as such Discontinuance of Service complied with the applicable rules and regulations; or
- H. Violations: The Company shall not be liable for violations of the obligations of the Customer under this Tariff; or
- I. Interruption: The Company shall not be liable for the interruption of a call to any party or any other person in conjunction with use of the Busy Line Verification and Interrupt Service as set forth in this Tariff; or

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.2. Limits of Liability, Continued

- J. Loss, Destruction or Damage: The Company shall not be liable for any, loss, destruction or damage to property of the Customer, the Customer's agent, distributors, or any third party, or the death of or injury to persons, including, but not limited to, employees or invitees of either Company or the Customer, to the extent caused by or resulting from the negligent or intentional act or omission of Company, Customer, Authorized User or their employees, agents representatives or invitees; or
- K. Unlawful Acts: The Company shall not be liable for unlawful acts of Company's agents and employees if committed beyond the scope of their agency or employment.
- L. Unauthorized Use: The Company shall not be liable for any unauthorized use of the Service provided to Customer.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.3. Indemnification: The Company shall be indemnified, defended, and held harmless by the Customer or by others authorized by it to use the Service against any claim, loss or damage arising directly or indirectly from Customer's use of Services furnished under this Tariff, including:

- A. claims for libel, slander, invasion of privacy or infringement of copyright arising from the material, data, information, or other content transmitted via the Company's Service; or
- B. a breach in the privacy or security of communications transmitted over Company's Facilities; or
- C. patent or trademark infringement or other infringement of intellectual property rights including, but not limited to, copyrights, trademarks, and trade secrets, arising from
 - 1. combining (or using in connection with) Company-provided Services and equipment with any facilities, services functions, or products provided by the Customer or Authorized User or
 - 2. use of Services, functions, or products, which Company furnished in a manner, Company did not contemplate and over which Company exercises no control. In the event that any such infringing use is enjoined, the Customer or Authorized User at its expense, will obtain immediately a dismissal or stay of such injunction, obtain a license or other agreement so as to extinguish the claim in infringement, terminate the claimed infringing use, or modify such combination so as to avoid any such infringement; or
 - 3. all other claims arising out of any act or omission of the Customer or others, in connection with any Service provided by the Company pursuant to this Tariff; or
 - 4. any claim of any nature whatsoever brought by a User with respect to any matter for which the Company would not be directly liable to the Customer under the terms of the applicable Company tariff.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.3. Indemnification, Continued

- D. Limitations of Damages and of Period for Bringing Claims: The entire liability of the Company for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid to the Company by the Customer for the specific Services giving rise to the claim, and no action or proceeding against the Company shall be commenced more than three years after the Service related to the claim is rendered.
- E. Express and Implied Warranties: THE COMPANY MAKES NO WARRANTIES OR REPRESENTATIONS, EXPRESS OR IMPLIED EITHER IN FACT OR BY OPERATION OF LAW, STATUTORY OR OTHERWISE, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE, EXCEPT THOSE EXPRESSLY SET FORTH HEREIN.
- F. Service Installation and Operation in Hazardous Locations: The Company does not guarantee or make any warranty with respect to Service installations at locations at which there is present an atmosphere that is explosive, prone to fire, dangerous or otherwise unsuitable for such installations. The Customer shall indemnify and hold the Company harmless from any and all loss, claims, demands, suits or other action, or any liability whatsoever, whether suffered, made, instituted or asserted by the Customer or by any other party, for any personal injury to, harm, or death of, any person or persons, or for any loss, damage or destruction of any property, whether owned by the Customer or others, caused or claimed to have been caused, directly or indirectly, by the installation, operation, failure to operate, maintenance, removal, presence, condition, locations or use of service furnished by the Company at such locations. The Company reserves the right to require each Business Customer to sign an agreement acknowledging acceptance of the provisions of this Section 3.6.3 (F) as a condition precedent to such installations.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.3. Indemnification, Continued

G. Connection to the Company's Network: The Company shall not be liable for the Customer's failure to fulfill its obligations to take all necessary steps including, without limitation, obtaining, installing and maintaining all necessary equipment, materials and supplies, for interconnecting the terminal equipment or communications system of the Customer, or any third party acting as its agent, to the Company's network. The Customer shall secure all licenses, permits, rights of way, and other arrangements necessary for such interconnection. In addition, the Customer shall ensure that its equipment and/or system or that of its agent is properly interfaced with the Company's Service, that the signals emitted into the Company's network are of the proper mode, band-width, power data speed, and signal level for the intended use of the Customer and that the signals do not damage Company equipment, injure its personnel or degrade Service to other Customers. If the Customer or its agent fails to maintain and operate its equipment and/or system or that of its agent properly, with resulting imminent harm to Company equipment, personnel, or the quality of Service to other Customers, the Company may, upon written notice, require the use of protective equipment at the Customer's expense. If this fails to produce satisfactory quality and safety, the Company may, upon written notice, terminate the Customer's Service without liability.

H. THE SERVICES ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS. COMPANY EXPRESSLY DISCLAIMS ALL WARRANTIES OF ANY KIND, WHETHER EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY, ACCURACY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT. COMPANY MAKES NO WARRANTY THAT SERVICE WILL BE UNINTERRUPTED, TIMELY, SECURE OR ERROR FREE; NOR DOES COMPANY MAKE ANY WARRANTY AS TO THE RESULTS THAT MAY BE OBTAINED THROUGH THE SERVICES OR THAT ANY DEFECT IN THE SERVICE WILL BE CORRECTED.

SECTION 3 - RULES AND REGULATIONS, Continued

3.6. LIABILITY OF THE COMPANY, Continued

3.6.3. Indemnification, Continued

- I. Errors in Billing: The liability of Company for errors in billing that result in overpayment by the Customer will be limited to a credit equal to the dollar amount erroneously billed or, in the event that payment has been made and Service has been discontinued, to a refund of the amount erroneously billed.
- J. Provision of Service: the Company will not be liable for any refusals or failures to provide or delays in commencing Service to any Customer pursuant to Section 3.6.2., or for any failure to provide or maintain Service at any particular performance level, unless required by Colorado law or Commission rules and regulations.
- K. Entire Liability: The entire liability for any claim, loss, damage or expense from any cause whatsoever shall in no event exceed sums actually paid the Company by Customer for the specific Services giving rise to the claim. No action or proceeding against the Company shall be commenced more than three years after the Service is rendered.

3.7. NOTIFICATION OF SERVICE-AFFECTING ACTIVITIES

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

SECTION 3 - RULES AND REGULATIONS, Continued

3.8. PROVISION OF EQUIPMENT AND FACILITIES

- 3.8.1.** All Services along the Facilities between the point identified as the Company's origination point and the point identified as the Company's termination point will be furnished by the Company, its agents or contractors.
- 3.8.2.** The Company may undertake to use reasonable efforts to make available Services to a Customer on or before a particular date, subject to the provisions of and compliance by the Customer with, the regulations contained in this Tariff.
- 3.8.3.** The Company undertakes to use reasonable efforts to maintain only the Facilities and equipment that it furnishes to the Customer. The Customer or Authorized User may not, nor may they permit others to, rearrange, Disconnect, remove, attempt to repair, or otherwise tamper with any of the Facilities or equipment installed by the Company, except upon the written consent of the Company.
- 3.8.4.** Equipment the Company provides or installs at the Customer's Premises for use in connection with the Services the Company offers shall not be used for any purpose other than that for which the Company provided the equipment.
- 3.8.5.** The Customer shall be responsible for the payment of Service charges as set forth in this Tariff for visits by the Company's agents or employees to the Premises of the Customer or Authorized User when the Service difficulty or trouble report results from the use of equipment or facilities the Customer or Authorized User provided.

SECTION 3 - RULES AND REGULATIONS, Continued

3.8. PROVISION OF EQUIPMENT AND FACILITIES, Continued

3.8.6. The Company shall not be responsible for the installation, operation, or maintenance of any Customer provided communications equipment. Where such equipment is connected to the facilities furnished pursuant to this Tariff, the responsibility of the Company shall be limited to the furnishing of Facilities offered under this Tariff and to the maintenance and operation of such Facilities; subject to this responsibility the Company shall not be responsible for:

- A. The transmission of signals by Customer provided equipment or for the quality of, or defects in, such transmission; or
- B. The reception of signals by Customer provided equipment. The Customer or Authorized User is responsible for ensuring that Customer provided equipment connected to Company equipment and Facilities is compatible with such Company equipment and Facilities. The magnitude and character of the voltages and currents impressed on Company provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to the Company provided equipment and wiring or injury to the Company's employees or to other persons. The Company shall approve the use of such item(s) of equipment unless such item is technically incompatible with Company's Facilities. Any additional protective, equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- C. Any special interface equipment necessary to achieve compatibility between the Facilities and equipment of the Company used for furnishing Company Services and the Channels, facilities, or equipment of others shall be provided at the Customer's expense.
- D. Company may be connected to the services or facilities of other communications Carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications Carrier which are applicable to such connections.

SECTION 3 - RULES AND REGULATIONS, Continued

3.9. NONROUTINE INSTALLATION

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

3.10. OWNERSHIP OF FACILITIES

Title to all Facilities provided in accordance with the tariffs of the Company remains wiui the Company, its agents or contractors. The Customer shall not have, nor shall it assert, any right, title or interest in all the fiber optic or other Facilities and associated equipment provided by the Company hereunder.

3.11. OPTIONAL RATES AND INFORMATION PROVIDED TO THE PUBLIC

The Company will promptly advise Customers who may be affected of new, revised or optional rates applicable to their Service. Pertinent information regarding the Company's Services, rates and charges shall be provided directly to Customers, or shall be available for inspection at the Company's local business address. In the event of prior knowledge of an interruption of Service for a period exceeding one day, the Customers will, if feasible, be notified at least one week in advance.

SECTION 3 - RULES AND REGULATIONS, Continued

3.12. GOVERNMENTAL AUTHORIZATIONS

The provision of Services is subject to and contingent upon the Company obtaining and retaining such approvals, consents, governmental authorizations, licenses and permits, as may be required or be deemed necessary by the Company. The Company shall use reasonable efforts to obtain and keep in effect all such approvals, consents, authorizations, licenses and permits that may be required to be obtained by it. The Company shall be entitled to take, and shall have no liability whatsoever for, any action necessary to bring the Services into conformance with any rules, regulations, orders, decisions, or directives imposed by the Public Utilities Commission or other applicable agency, and the Customer shall fully cooperate in and take such action as may be requested by the Company to comply with any such rules, regulations, orders, decisions, or directives.

SECTION 3 - RULES AND REGULATIONS, Continued

3.13. OBLIGATIONS OF THE CUSTOMER

The Customer shall be responsible for:

- 3.13.1.** the payment of all applicable charges pursuant to the tariffs of the Company;
- 3.13.2.** damage to or loss of the Company's Facilities or equipment caused by the acts or omissions of the Customer or of any User; or by the noncompliance by the Customer or any User with these regulations; or by fire or theft or other casualty on the Customer's or any User's Premises, unless caused by the negligence or willful misconduct of the employees or agents of the Company;
- 3.13.3.** providing at no charge, as specified from time to time by the Company, any needed personnel, equipment space and power to operate the Company Facilities and equipment installed on the Premises of the Customer or any User;
- 3.13.4.** any and all costs associated with obtaining and maintaining of the rights-of-way from the point of entry at the Customer's location to the termination point where Service is finally delivered to the Customer, including, but not limited to, the costs of installing conduit or of altering the structure to permit installation of Company provided Facilities. The Customer's use of such rights-of-way shall in all respects be subject to the terms, conditions and restrictions of such rights-of-way and of agreements between the Company and such third parties relating thereto, including without limitation, the duration applicable to and the condemnation of such rights-of-way, and shall not be in violation of any applicable governmental ordinance, law, rule, regulation or restriction. Where applicable, the Customer agrees that it shall assist the Company in the procurement and maintenance of such right-of-way. The Company may require the Customer to demonstrate its compliance with this Section prior to accepting an order for Service;

SECTION 3 - RULES AND REGULATIONS, Continued 3.13.

3.13. OBLIGATIONS OF THE CUSTOMER, Continued

- 3.13.5.** providing a safe place to work and complying with all laws and regulations regarding the working conditions on the Premises at which the Company's employees and agents shall be installing or maintaining the Company's Facilities and equipment. The Customer may be required to install and maintain the Company's Facilities and equipment within a hazardous area if, in the Company's opinion, injury or damage to the Company's employees or property might result from installation or maintenance by the Company;
- 3.13.6.** identifying, monitoring, removing and disposing of any hazardous material (e.g. friable asbestos) prior to any construction or installation work;
- 3.13.7.** complying with all laws and regulations applicable to, and obtaining all consents, approvals, licenses and permits as may be required with respect to, the location of the Company's Facilities and equipment in any Customer or User Premises or the rights-of-way for which Customer is responsible under Section 3.13.4; and granting or obtaining permission for the Company's agents or employees to enter the Premises of the Customer or any User at any time for the purpose of installing, inspecting, maintaining, repairing, or upon Discontinuance of Service as stated herein, removing the Facilities or equipment of the Company;
- 3.13.8.** not creating or allowing to be placed any liens or other encumbrances on the Company's equipment or facilities; and
- 3.13.9.** making the Company's facilities and equipment available periodically for maintenance purposes at a time agreeable to both the Company and the Customer. No allowance will be made for the period during which Service is interrupted for such purposes.

SECTION 3 - RULES AND REGULATIONS, Continued

3.14. PROHIBITED USES

- 3.14.1.** The Services the Company offers shall not be used for any unlawful purpose or for any use as to which the Customer has not obtained all governmental approvals, authorizations, licenses, consents and permits required to be obtained by the Customer with respect thereto.
- 3.14.2.** Equipment Company provides or installs at the Customer's Premises for use in connection with the Services Company offers may not be used for any other purpose other than for which Company provided it. Customer may not, and may not permit others to, rearrange, Disconnect, remove, attempt to repair, or otherwise interfere with any of the Services or equipment installed by Company or Company's agent, except upon the consent of Company.
- 3.14.3.** The Company may require Applicants for Service who intend to use the Company's offerings for resale and/or for shared use to file a letter with the Company confirming that their use of the Company's offerings complies with relevant laws and Commission regulations, policies, orders, and decisions.
- 3.14.4.** The Company may, without obtaining any further consent from the Customer, assign any rights, privileges, or obligations under this Tariff. The Customer shall not, without prior written consent of the Company, assign, transfer, or in any other manner dispose of, any of its rights, privileges, or obligations under this Tariff, and any attempt to make such an assignment, transfer, disposition without such consent shall be null and void.
- 3.14.5.** The Company may require a Customer to immediately shut down its transmission of signals if said transmission is causing interference to others.

SECTION 3 - RULES AND REGULATIONS, Continued

3.14. PROHIBITED USES, Continued

- 3.14.6.** A Customer may not use the Services in any manner, which interferes with other persons in the use of their Service, prevents other persons from using their Service, otherwise impairs the quality of Service to other Customers, or impairs the privacy of any communications over any Service provided by Company. Company may require a Customer to shut down its transmission of signals if said transmission is causing interference to others.
- 3.14.7.** A Customer may not use the Services in any manner so as to annoy, abuse, threaten, or harass other persons.
- 3.14.8.** The use of Company's Services either without payment for Service or attempting to avoid payment for Service by fraudulent means or devices, schemes, false or invalid numbers, or false calling or credit cards is prohibited.
- 3.14.9.** Customer use of any resold Service obtained from other service providers shall also be subject to any applicable restrictions imposed by the underlying providers.
- 3.14.10.** A Customer or Authorized User shall not represent that its services are provided by the Company, or otherwise indicate to its Customers that its provision of services is jointly with the Company, without the written consent of the Company. The relationship between the Company and Customer shall not be that of partners or agents for one or the other, and shall not be deemed to constitute a partnership or agency agreement.
- 3.14.11.** A Customer shall not use any service mark, trade mark or trade name of Company or refer to Company in connection with any product, equipment, promotion or publication of the Customer without the approval of Company.

SECTION 3 - RULES AND REGULATIONS, Continued

3.15. PAYMENT FOR SERVICE

The Customer is responsible for the payment of all charges for Facilities and Services furnished by the Company to the Customer and to all Users authorized by the Customer, regardless of whether those Services are used by the Customer.

3.16. BILLING AND COLLECTION OF CHARGES

3.16.1. Nonrecurring charges are due and payable within 30 days of the due date on an invoice from the Company.

3.16.2. The Company shall present invoices for Recurring Charges monthly to the Customer, in advance of the month in which Service is provided, and Recurring Charges shall be due and payable within 30 days of the due date of the invoice.

3.16.3. Charges based on usage will be included on the next invoice rendered following the end of the billing cycle in which the usage occurs, and will be due and payable within 30 days of the invoice due date.

3.16.4. When Service does not begin on the first day of the month, or end on the last day of the month, the charge for the fraction of the month in which Service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.

3.16.5. Billing of the Customer by the Company will begin on the Service Commencement Date, which is the first day following the date on which the Company notifies the Customer that the Service or Facility is available for use, except that the Service Commencement Date may be postponed by mutual agreement of the parties, or if the Service or Facility does not conform to standards set forth in the tariffs of the Company or the Service Order. Billing accrues through and includes the day that the Service, circuit, arrangement or component is discontinued.

SECTION 3 - RULES AND REGULATIONS, Continued

3.16. BILLING AND COLLECTION OF CHARGES, Continued

3.16.6. Late payment charges of one and one-half (1.5) percent may be added to any unpaid balance brought forward from the previous billing date to cover the cost of collection and carrying accounts in arrears.

3.17. ADVANCE PAYMENTS

3.17.1. To safeguard its interests, the Company may require a Customer to make an Advance Payment before Services and Facilities are furnished. The Advance Payment will not exceed an amount equal to the nonrecurring charge(s) and the first month's estimated usage and Recurring Charges for the Service or facility. In addition, where special construction is involved, the Advance Payment may also include an amount equal to the estimated nonrecurring charges for the special construction and Recurring Charges (if any) for a period to be set between the Company and the Customer. The Advance Payment will be credited to the Customer's initial bill and may be required in addition to a deposit.

3.17.2. A Customer whose Service has been discontinued for nonpayment of bills will be required to pay the unpaid balance due Company and may be required to pay reconnect charges.

SECTION 3 - RULES AND REGULATIONS, Continued

3.18. DEPOSITS

3.18.1. General

- A. The Company may require a deposit from Customers to protect against uncollectible accounts. The maximum amount of any deposit will not exceed an amount equal to the charges for 90 days' basic local exchange service and any associated taxes and surcharges. All Applicants and existing Customers shall be treated uniformly for the determination and application of deposits.
- B. The fact that a deposit has been made in no way relieves the Customer from complying with the Company's regulations as to Advance Payments, or the prompt payment of bills on presentation.
- C. The Company will pay interest on deposits at the annual rate determined by the Colorado Public Utilities Commission. It will accrue from the date the deposit is made until it has been refunded, or until a reasonable effort has been made to effect refund.
- D. At the option of the Customer making a security deposit, the Company shall annually make either direct payment to the Customer of all accrued interest, or shall credit same to the Customer's account. Customer deposits may be refunded by the Company at any time. After a Customer has established satisfactory credit, the amount of the deposit, with any interest due, will be either credited to the account or at the option of the Customer, refunded. Satisfactory credit for a Customer is defined as twelve consecutive months of Service without Suspension for nonpayment and with no more than one notification of intent to Suspend Service for nonpayment.
- E. When the Company requires a deposit from any Residential Customer, said Customer shall be permitted to pay it in three consecutive equal monthly installments whenever the total amount of the required deposit exceeds the sum of forty dollars (\$40.00). Provided, however, that the Company shall have the discretion to allow payment of any deposit (more or less than \$40.00) over a longer period of time to avoid undue hardship.

SECTION 3 - RULES AND REGULATIONS, Continued

3.18. DEPOSITS, Continued

3.18.2. Return of Deposit Upon Discontinuance of Service

When Service is discontinued, the amount of the initial or additional deposit, with any interest due, will be credited to the Customer's account and any credit balance which may remain will be refunded.

3.18.3. Services for Which Non-Payment May or May Not Result in Discontinuance

- A. Non-payment of any past due bill for basic local exchange service and any associated taxes and surcharges may result in Discontinuance of that Customers local telephone Service. The Company will note on the Customer bill those items that non-payment of may lead to discontinuance of local telephone service. Additionally, if the Company determines Service was obtained fraudulently or without the authorization of the provider or is being used for, or suspected of being used for, fraudulent purpose, the Company may discontinue service
- B. The Company will not Discontinue Customers' local Service for non-payment of Services without first giving the Customer 15 days written notice as provided in Section 3.19. of this Tariff.

SECTION 3 - RULES AND REGULATIONS, Continued

3.19. DISCONNECTION OR SUSPENSION OF SERVICE BY

COMPANY 3.19.1. Disconnection or Suspension of Service With Notice

Company may, without incurring liability, refuse, Suspend or Disconnect the Service for any of the following reasons, provided that the Company shall issue fifteen (15) days written notice to the Customer via first-class mail prior to Disconnection of Service, unless otherwise noted:

- A. If there is a condition determined in Company's sole discretion to be hazardous to the Customer, to other Customers of Company, to Company's equipment, to the public or to employees or agents of Company; or
- B. If Company deems refusal of Service, Suspension or Disconnection necessary to protect itself or third parties against fraud or to otherwise protect its personnel, agents, facilities or Services; or
- C. For non-compliance with and/or violation of any State or municipal law, ordinance or regulation pertaining to Service; or
- D. For use of Company's Services for any purpose other than that described in the application; or
- E. In the event of Customer use of equipment in such a manner as to adversely affect Company's equipment or the Service to others; or
- F. In the event of tampering with the equipment furnished and owned by Company;

SECTION 3 - RULES AND REGULATIONS, Continued

3.19. DISCONNECTION OR SUSPENSION OF SERVICE BY COMPANY, Continued

3.19.1. Disconnection or Suspension of Service With Notice, Continued

G. In the event of abuse or fraudulent use of Service;

Abuse or fraudulent use of Service includes:

1. The use of Service or facilities of the Company to transmit a message or to locate a person or otherwise to give or obtain information, without payment of an applicable charge;
2. The obtaining, or attempting to obtain, or assisting another to obtain or to attempt to obtain Service, by rearranging, tampering with, or making connection with any facilities of the Company, or by any trick, scheme, false representation, or false credit device, or by or through any other fraudulent means or device whatsoever, with intent to avoid the payment, in whole or in part, of the established charge for such Service.

H. In the event that the Customer abandons Service;

I. For impersonation of another person with fraudulent intent over the Service;

J. For nonpayment of any deposit required by the Company;

K. For violation of this Tariff, except as otherwise provided in this Tariff, including without limitation, non-payment of bills for Service, refusal to provide Company with either a deposit or Advance Payment, or failure to meet Company's credit requirements; or

L. For failure of the Customer to make proper application for Service including, without limitation, the provision of false information; or

M. Without notice, when necessary for Company to comply with any order or request of any governmental authority having jurisdiction.

SECTION 3 - RULES AND REGULATIONS, Continued

3.19. DISCONNECTION OR SUSPENSION OF SERVICE BY COMPANY, Continued

3.19.2. Duration of Suspension

The Company may continue Suspension of Service until all charges for basic local exchange, taxes and surcharges due have been paid.

3.19.3. When Service May be Disconnected

A Customer's Local Exchange Service may only be Disconnected for non-payment of for basic local exchange, taxes and surcharges after 15 days written notice. Local Exchange Service may not be Disconnected for non-payment of toll Services, voice mail, Internet, paging, charges not billed on behalf of the Company and federally imposed Customer charges and taxes.

3.19.4. Resumption of Service

If Service has been disconnected for nonpayment or as otherwise provided herein and the Customer wishes it continued, Service shall be restored within 24 hours or by 5:00 p.m. on the next business day in the event the end of the 24-hour period falls on a Saturday, Sunday, or holiday unless prevented by safety concerns, or circumstances beyond the Company's control, if the Customer:

A. Within ten (10) days of the discontinuance of Service, remits the full amount shown on the notice; or

B. Presents a medical certificate, as provided in Rule 2303 (c) (VII), within 24 hours of a disconnection for non-payment; or

C. Demonstrates to the LEC that the cause for the discontinuance, if other than nonpayment, has been cured.

All applicable nonrecurring charges shall apply when Services are restored

SECTION 3 - RULES AND REGULATIONS, Continued

3.20. CANCELLATION OF APPLICATION FOR SERVICE

- 3.20.1.** When the Customer cancels an application for Service prior to the start of Service or prior to any special construction, no charges will be imposed except for those specified below.
- 3.20.2.** 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.
- 3.20.3.** Where the Company incurs any expense in connection with special construction, or where special arrangements of facilities or equipment have begun, before the Company receives a cancellation notice, the charges set forth in Section 3.33 of this Tariff will apply.
- 3.20.4.** Unless otherwise provided in this Tariff, the special charges described above, will be calculated and applied on a case-by-case basis.

SECTION 3 - RULES AND REGULATIONS, Continued

3.21. CHANGES IN SERVICE REQUESTED

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

3.22. SUSPENSION OR DISCONTINUANCE OF SERVICE BY CUSTOMER

- 3.22.1.** Customers may Suspend or Discontinue Service by providing written or verbal notice to Company prior to Suspension or Discontinuance. Notice must specify the date on which Service is to be Suspended or Discontinued.
- 3.22.2.** The Customer remains responsible for all Service charges until the day and time on which Service is actually Suspended or Discontinued.
- 3.22.3.** If Customer Discontinues Service before Company completes installation of the Service and at the time of Discontinuance Company has incurred any expense in installing Services or preparing to install Service that it would not otherwise have incurred, a charge equal to the cost Company incurred will apply. In no case will this charge exceed the charge for the minimum period of Services ordered, including Installation Charges and Non-Recurring charges and all amounts others may charge Company that would have been chargeable to the Customer had Service been initiated.
- 3.22.4.** If the Customer Discontinues Service after Company has completed installation, the charge set forth in Subsection 3.22.3 above will apply to the extent Company has not yet recovered the costs described therein. In addition, the minimum Service period obligations, will apply regardless of whether Service has been initiated and the charges in Section 4 will apply.
- 3.22.5.** In the case of a Customer-initiated modification of Service, charges for the subsequent order are in addition to the costs incurred before the Customer changed the original order.

SECTION 3 - RULES AND REGULATIONS, Continued

3.22. SUSPENSION OR DISCONTINUANCE OF SERVICE BY CUSTOMER,
Continued

3.22.6. If a Customer cancels a Service Order, or Discontinues Service before the completion of the term of a Customer executed contract for any reason whatsoever other than a Major Service Interruption, Customer agrees to pay to the Company the following sums, within 21 days of the effective date of the Discontinuance and to pay under the terms set forth in this Tariff all costs, fees and expenses reasonably incurred in connection with:

- A. all Nonrecurring charges as specified in this Tariff or other Company tariffs, plus
- B. any Discontinuance, early cancellation or termination charges reasonably incurred and paid to third parties by the Company on behalf of Customer, plus
- C. all Recurring Charges specified in this Tariff or other Company tariffs for the balance of the then current term.
- D. a percentage up to the entire committed total of all usage charges due to Company over the term.

3.23. TAXES AND SURCHARGES

The Customer is responsible for the payment of all taxes, fees, surcharges (however designated) and other exactions imposed on the Company or its Services by governmental jurisdictions, other than taxes imposed generally on corporations. Any taxes imposed by a local jurisdiction (e.g. county and municipal taxes) will only be recovered from those Customers residing in the affected jurisdictions. All such taxes, fees, and charges shall be separately designated on the Company's invoices, and are not included in the tariffed rates. It is the responsibility of the Customer to pay any such taxes that subsequently become applicable retroactively.

SECTION 3 - RULES AND REGULATIONS, Continued

3.24. DISPUTED BILLS

3.24.1. Billing disputes should be addressed to the Company's Customer Service organization via telephone to 800-860-9495. Customer Service representatives are available twenty-four hours a day, seven (7) days a week.

Customer may also direct inquiries or complaints regarding Service or accounting in writing to the Company at:

PNG Telecommunications, Inc.
Attention: Customer Service
100 Commercial Drive
Fairfield, OH 45014

3.24.2. In case of a billing dispute between Customer and Company as to the correct amount of a bill, which cannot be adjusted with mutual satisfaction, Customer may enter the following arrangement:

- A. First, Customer requests, and Company will comply with the request, an Investigation and review of the disputed amount. Customer must pay the undisputed portion of the bill by the Due by Date shown on the bill.
- B. Service will not be subject to Discontinuance if the disputed amount is not paid during the pendency of the investigation.
- C. If there is still disagreement after the investigation and review by a manager of Company, Customer may appeal to Commission for its investigation and decision.

SECTION 3 - RULES AND REGULATIONS, Continued

3.24. DISPUTED BILLS, Continued

3.24.2., Continued

D. After the investigation and review are completed by Company as noted in Subsection A above, and the dispute is resolved indicating that the disputed amount is due and payable to the Company, the disputed amount becomes due and payable at once. In order to avoid Discontinuance of Service, the disputed amount must be paid within seven (7) calendar days after the date Company notifies Customer that the investigation and review are completed, the dispute has been resolved and that such payment must be made or Service will be Suspended or Discontinued. However, the Service will not be Suspended or Discontinued prior to the Due By Date shown on the bill. Failure to pay non-regulated or competitive Services charges will not result in Discontinuance of Basic Local Service.

E. The address and telephone number of the Commission are:

Colorado Public Utilities Commission
1580 Logan Street, Office Level 2
Denver, CO 80203
Telephone: 303-894-2070 (Local call)
Toll Free in Colorado only: 800-456-0858
Facsimile: 303-894-2065

SECTION 3 - RULES AND REGULATIONS, Continued

3.25. NOTICES AND COMMUNICATIONS

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

SECTION 3 - RULES AND REGULATIONS, Continued

3.26. CUSTOMER EQUIPMENT AND CHANNELS

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

3.27. STATION EQUIPMENT

- 3.27.1.** Terminal equipment on the User's Premises and the electric power consumed by such equipment shall be provided by and maintained at the expense of the User. The User is responsible for the provision of wiring or cable to connect its terminal equipment to the Company's Point of Connection.
- 3.27.2.** The Customer is responsible for ensuring that Customer-provided equipment connected to the Company equipment and facilities is compatible with such equipment and facilities. The magnitude and character of the voltages and currents impressed on Company-provided equipment and wiring by the connection, operation, or maintenance of such equipment and wiring shall be such as not to cause damage to Company-provided equipment and wiring or injury to the Company's employees or to other persons. Any additional protective equipment required to prevent such damage or injury shall be provided by the Company at the Customer's expense.
- 3.27.3.** Customer provided Station equipment may be attached to Services provided under the tariffs of the Company subject to Part 68 of the FCC Rules and to any applicable provisions of the tariffs of the Company and is the sole responsibility of the Customer.
- 3.27.4.** The Company is not responsible for malfunctions of Customer-owned telephone sets or other Customer-provided equipment, or for misdirected calls, Disconnects or other Service problems caused by the use of Customer-owned equipment.

SECTION 3 - RULES AND REGULATIONS, Continued

3.28. INTERCONNECTION OF FACILITIES

- 3.28.1.** Any special interface equipment necessary to achieve compatibility between the facilities and equipment of the Company used for furnishing communications Services and the Channels, facilities, or equipment of others shall be provided at the Customer's expense.
- 3.28.2.** Communications Services may be connected to the services or facilities of other communications Carriers only when authorized by, and in accordance with, the terms and conditions of the tariffs of the other communications Carriers which are applicable to such connections.
- 3.28.3.** Facilities furnished under the tariffs of the Company may be connected to Customer provided terminal equipment in accordance with the provisions of the tariffs of the Company. All such terminal equipment shall be registered by the Federal Communications Commission pursuant to Part 68 of Title 47, Code of Federal Regulations; and all User-provided wiring shall be installed and maintained in compliance with those regulations.

3.29. TESTS AND ADJUSTMENTS

Upon suitable notice, the Company may make such tests, adjustments, and inspections as may be necessary to maintain the Company's Facilities in satisfactory operating condition. No interruption allowance will be credited to the Customer for the period during which the Company makes such tests, adjustments, or inspections.

SECTION 3 - RULES AND REGULATIONS, Continued

3.30. INSPECTIONS

3.30.1. Upon suitable notification to the Customer, and at a reasonable time, the Company may make such tests and inspections as may be necessary to determine that the User is complying with the requirements set forth in Section 3.8 for the installation, operation, and maintenance of Customer-provided facilities, equipment, and wiring in the connection of Customer-provided facilities and equipment to Company-owned facilities and equipment.

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

SECTION 3 - RULES AND REGULATIONS, Continued

3.31. INTERRUPTIONS IN SERVICE AND CREDIT

ALLOWANCES

3.31.1 For the purpose of applying this provision, the word "interruption" means the inability to access Service due to equipment malfunction or human errors. "Interruption" does not include, and no allowance will be given for, Service difficulties such as slow access, circuits busy or other network and/or switching capacity shortages.

3.31.2. Customer must notify Company of any interruptions of Service. Before giving such notice, the Customer must ascertain that the trouble is not caused by any action or omission of the Customer, and not otherwise within the Customer's control.

3.31.3. Allowances for interruptions of Service are subject to the limitations set forth in Section 3.6., and will not be given for:

- A. interruptions due to the negligence of, or noncompliance with the provisions of the tariffs of the Company by, the Customer of an Authorized User, or other common Carrier providing service connected to the Service of the Company;
- B. interruptions due to the negligence of any person other than the Company, including but not limited to the Customer or other common Carriers connected to the Company's Facilities;
- C. interruptions of Service due to the failure or malfunction of facilities, power or equipment provided by the Customer, Authorized User, or other common Carrier providing service connected to the Services or Facilities of the Company;
- D. interruptions of Service during any period in which the Company is not given full and free access to its Facilities and equipment for the purpose of investigating and correcting interruptions;
- E. interruptions of Service during a period in which the Customer continues to use the Service on an impaired basis;

SECTION 3 - RULES AND REGULATIONS, CONTINUED

3.31. INTERRUPTIONS IN SERVICE AND CREDIT ALLOWANCES, Continued

3.31.3., Continued:

- F. interruptions of Service during any period when the Customer has released Service to the Company for maintenance purposes or for implementation of a Customer order for a change in Service arrangements;
- G. interruption of Service due to circumstances or causes beyond the control of the Company; and
- H. interruptions of Service that occur or continue due to the Customer's failure to authorize replacement of any element of special construction.

3.31.4. For purposes of computing a credit under this Section 3.32, every month is considered to have 30 days. The Company shall issue a credit on the monthly bill for basic local exchange service and any associated taxes and surcharges proportional to the duration of the service interruption, with each occurrence of the loss of service for eight or more hours during a continuous 24-hour period counting as one day.

SECTION 3 - RULES AND REGULATIONS, Continued

3.32. SPECIAL CONSTRUCTION

3.32.1. General

Subject to the agreement of the Company and to all of the regulations contained in the tariffs of the Company, special construction and special arrangements may be undertaken on a reasonable efforts basis at the request of the Customer. Special arrangements include any service or facility relating to a regulated telecommunications not otherwise specified under tariff, or for the provision of service on an expedited basis or in some other manner different from the normal tariff conditions. Special construction is that construction undertaken:

- 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. on an expedited basis;
- F. on a temporary basis until permanent Facilities are available;
- G. involving abnormal costs; or
- H. in advance of its normal construction.

SECTION 3 - RULES AND REGULATIONS, Continued

3.32. SPECIAL CONSTRUCTION, Continued

3.32.2. Basis for Charges

Where the Company furnishes a facility or service on a special construction basis, or any 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) Cancellation or Discontinuance liabilities; or (4) combinations thereof. The agreement for special construction will ordinarily include a minimum service commitment based upon the estimated service life of the Facilities provided.

3.32.3. Basis for Cost Computation

Costs may include one or more of the following items to the extent they are applicable:

- A. installed costs of the Facilities to be provided including estimated costs for the rearrangements of existing Facilities. Installed costs include the cost of:
 - 1. equipment and materials provided or used,
 - 2. engineering, labor and supervision,
 - 3. transportation,
 - 4. rights of way, and
 - 5. any other item chargeable to the capital account;

SECTION 3 - RULES AND REGULATIONS, Continued

3.32. SPECIAL CONSTRUCTION, Continued

3.32.3. Basis for Cost Computation

- B. annual charges including the following:
1. cost of maintenance;
 2. depreciation on the estimated installed cost of any Facilities provided, based on the anticipated useful Service life of the Facilities with an appropriate allowance for the estimated net salvage;
 3. administration, taxes and uncollectible revenue on the basis of reasonable average costs for these items;
 4. any other identifiable costs related to the Facilities provided; and
 5. an amount for return and contingencies

3.32.4. Early Discontinuance Liability

- A. To the extent that there is no other requirement for use by the Company, the Customer may have a Discontinuance liability for Facilities specially constructed at the request of the Customer, if and only if such liability is clearly stated in a written agreement between the Company and the Customer.
- B. The maximum liability is equal to the total cost of the special Facility as determined above, adjusted to reflect the redetermined estimate net salvage, including any reuse of the Facilities provided.
- C. The maximum liability as determined in subsection (A) above shall be divided by the original term of Service contracted for by the Customer (rounded up to the next whole number of months) to determine the monthly liability. The Customer's liability shall be equal to this monthly amount multiplied by the remaining unexpired term of Service (rounded up to the next whole number of months).

SECTION 3 - RULES AND REGULATIONS, Continued

3.33. SPECIAL ASSEMBLY

The Company may provide a unique intrastate service arrangement for a Customer where no tariffed service exists for the service. The unique service can be provided via a Special Assembly.

The Company will maintain records of its Special Assembly contracts for Commission review as conditions or circumstances may require.

3.34. INDIVIDUAL CASE BASIS (ICB) ARRANGEMENTS

Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a service offered under this tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis. The Company will maintain records of its ICBs for Commission review as conditions or circumstances may require.

3.35. TELECOMMUNICATIONS RELAY SERVICE (TRS)

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) similar devices to communicate freely with the hearing population not using TT and vice versa. A Customer will be able to access the state provider to complete such calls. The Company will impose a surcharge to all Customers at a level determined by the Commission. The customer may access TRS via the Company by either TRS's toll tree 800 number or by dialing the 711 service access code.

Monthly Rate Effective October 1, 2010: \$0.20 per month (I)

3.36. Colorado Low-Income Telephone Assistance Program (LITAP)

The Colorado Low-Income Telephone Assistance Program Access Line Charge will be charged in addition to all recurring Basic Local Exchange Service access line charges, and to Public, Semi-Public, and Public Access Line (PAL) lines on a monthly basis, with the exception of (i) state and local governmental bodies; and (ii) those subscribers eligible for the Low-Income Telephone Assistance Program.

Monthly Charge Per Access Line: \$0.07 (I)

3.37. Colorado High Cost Support

The Colorado Legislature authorized the Colorado Public Utilities Commission to create a system of support mechanisms to assist in the provision of basic service in high-cost areas. To ensure that the mechanism is funded on a non-discriminatory, competitively neutral basis, a rate element identified as "Colorado Universal Service Charge", or an acceptable abbreviation, will be levied on telecommunications services purchased by end-users.

Effective July 1, 2011, the Colorado Universal Service Charge rate element is 2.6%.

(R)

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES

4.1.1. General

- A. The Company will only offer Business service. Business rates apply whenever the use of the service is primarily or substantially of a business, professional institution or otherwise occupational nature, or where the listing is such as to indicate business use. Business rates apply, but are not limited to:
1. Offices, stores, factories, boarding houses, offices of hotels and apartment houses, colleges, public, private or parochial schools, hospitals, nursing homes, libraries, public or private institutions, churches, synagogues, mosques and all other establishments of a strictly business nature.
 2. Any location where business designation is provided or when a title indicating a trade, occupation or profession is listed.
 3. Service terminating solely on the answering services facilities of a telephone answering firm.
 4. At residential locations where the Customer has no regular business telephone service and the use of the service by the Customer, members of the household, or guests is of a business nature as may be indicated by advertising through newspapers, handbills, billboards, circulars, business cards, or otherwise.
- B. The Company offers Business Customers Digital Business Local Services. These DS-1 capacity Services provide high-speed dedicated voice and data transmission. Company's Digital Business Services employ a 1.544 Megabits per second (Mbps) facility typically divided into twenty-three B Channels and one D Channel. The B Channels are used for Circuit-switched voice and data communications connecting to the public switched telephone network (PSTN) while the D Channel provides out-of-band signaling. The Company provides a port at the end-user's site which connects to the Company's underlying carrier's network for call completion. The Digital Business services employ a variety of included features.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, Continued

4.1.1. General, Continued

- C. Local Digital Voice Business Service: This DS-1 capacity Service provides the Customer with one single, voice-grade, DTMF communications Channel and unlimited local calling. This service uses in-band signaling to support 23 simultaneous calls inbound or outbound. Customers have the option to purchase blocks of 20 or 100 Direct Inward Dial numbers within a circuit.
- D. Integrated Voice and Data Digital Business Service: This Service combines digital voice and data over a single, dedicated circuit and bandwidth is dynamically allocated between voice and data, as needed. This service offers the Customer unlimited local calling.
- E. Both Digital Business Services and the associated features are only provided where facilities, equipment and technical capabilities exist and do not create an obligation for the Company to construct such facilities and equipment especially for the provision of this Service.
- F. Customer is responsible for providing Customer Premises Equipment that is compatible with Digital Business Local Service. The Company shall not be responsible if changes in any of the equipment, operations or procedures of the Company utilized in the provisioning of Digital Business Local Service render any facilities provided by the customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, Continued

4.1.2. Application of Rates and Charges

- A. Term Pricing Plans: Term Pricing Plans (TPP) are available to the Customer. The Customer must select a 12 Month, 24 Month or 36 Month term.
- B. Modifying Term Pricing Plans: A TPP may be modified when additional Circuits are purchased.

A TPP may be also be converted to a longer TPP, without incurring a Termination Charge, if there is at least one month remaining on an existing TPP. Service will automatically renew at month-to-month terms.

- C. Expiration of Term Pricing Plan: Within one month prior to the expiration of a TPP, the Customer must select one of the following options:
 - 1. Renew the Service for an additional term at the TPPs available; or
 - 2. Disconnect Service at the end of the billing period.
- D. Waiving of Nonrecurring Charges per circuit: For 12 month terms, a \$198 non recurring charge applies. Company will waive the non-recurring charge on terms of 24 and 36 months.
- E. Moves and Changes: There are two types of modifications available for Circuits:
 - 1. A move of the point of termination of an existing Circuit(s) to a new location within the Customer's same Premises.
 - 2. Any subsequent change or rearrangement of Services requested by the Customer on an existing Circuit(s). Fee may apply.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, Continued

4.1.2. Application of Rates and Charges, Continued

- F. Termination Liability: If the service is terminated by a Customer before the expiration of the initial or any subsequent term, the Customer will pay to PNG an amount equal to the sum of:
1. all billed and unbilled charges which the Customer has not paid at the time of termination;
 2. the monthly recurring charge at the time of termination multiplied by the number of months remaining in the term;
 3. and all charges incurred by PNG to its suppliers and other third parties for the provision or disconnection of service to the Customer.
- G. Cancellation Charge: Customers are provided unlimited local service for the local servicing area as part of the business offering.
- H. Individual Case Basis (ICB) Arrangements: Arrangements will be developed on a case-by-case basis in response to a bona fide request from a Customer or prospective Customer to develop a competitive bid for a Service offered under this Tariff. Rates quoted in response to such competitive requests may be different than those specified for such services in this Tariff. ICB rates will be offered to the Customer in writing and on a non-discriminatory basis.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, Continued

4.1.2. Application of Rates and Charges, Continued

- I. Stated pricing requires business customer to subscribe to long distance service from Company.
- J. Within Business Plan 1, Company offers Pricing Plan A and Pricing Plan L to satisfy regional consumer demand for lower end user common line ("EUCL") charges or lower monthly recurring charges ("MRC").

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, Continued

4.1.3. Term and Volume Plans

- A. Business Plan 1 - Local Digital Voice Business Service** : This service employs a variety of added features and offers unlimited local minutes with 24 and 36 month terms.
- B. Business Plan 2 - Integrated Voice and Data Digital Business Service**: This service combines voice and data traffic over a single circuit. Bandwidth is dynamically allocated between voice and data, as needed. This plan is available in line and trunk configurations with multiple voice channel and data bandwidth options. This business service offers unlimited local minutes with 12, 24 and 36 month terms.

4.1.4. Business Plans Service Features

A. Business Plan 1 and 2: Each local exchange Channel may include a telephone number assignment and the following features:

- Caller ID Name and Number
- Local Usage (Unlimited Business minutes)
- Local Directory Assistance (411)
- Local T-1/PRI
- Switched Long Distance
- Dedicated Long Distance
- Toll-free
- Directory Services
- Operator Services
- 900/976 Blocking
- Integrated Access
- Dedicated Internet Access (DIA)
- Virtual Inbound Foreign Exchange Service

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, CONTINUED

4.1.4. Business Plans Optional Features A. Business Plans 1 and 2:

Backup D Channel - In arrangements of two or more Primary Rate Interfaces or Ports, it provides enhanced continuity of Service by allowing a D Channel on one Primary Rate Interface or Port to automatically take over for a failed D Channel on another Primary Rate Interface or Port. A single Backup D Channel may support a maximum of five interfaces or ports.

Calling Number and Name Delivery - Provides the Customer who is receiving a call with the telephone number and the name of the calling party.

Serial Hunt - Calls will start with the number of the trunk dialed and hunt sequentially to the end of the trunk or hunt group.

Circular Hunt - A switch feature that dynamically points each new call attempt to the next idle B Channel following the last Channel either to have accepted a call or the last Channel to have attempted to place a call.

DLH (Distributed Line Hunting) - Calls are distributed evenly among a trunk group or hunt group by number of calls.

MIDL/LIDL (Most Idle/Least Idle) - Incoming calls will be sent to the trunk that has been idle the longest (MIDL) or the shortest (LIDL) amount of time.

Direct Inward Dialing (DID) Numbers - Provides telephone numbers for direct inward dialing. Numbers are available in blocks of ten or one hundred, or as a single number. The assignment and sequence of the numbers may be requested by the Customer in cases where the Company has the number or series of numbers available for use.

Dynamic Channel Allocation - Allows a Customer to designate the quantity of B Channels for call types to be allocated within previously provisioned criteria for DID.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, CONTINUED

4.1.4 Business Plans Optional Features

A. Business Plans 1 and 2, Continued:

Enhanced Alternate Route - Allows incoming voice calls to overflow on an emergency and busy basis to a line or Trunk side connection designated by the Customer. A route may be limited in the number of simultaneous calls that can be routed.

Inbound Only - Provides for an inbound calling option on the Primary Rate Interface or Primary Rate Port. No outgoing capability exists when this feature is selected. A minimum of one D Channel is required.

Inbound Interface - Provides a PRI termination and a Digital multichannel transmission path between the Central Office and the Customer's Premises and is configured with one D Channel or a Backup D Channel and 23 B Channels or 24 B Channels

Universal Calling - Allows the end-user to make and receive local, intraLATA (local toll) and long distance calls. PNG Local Service provides Universal Calling with the following call coverage:

- Local Call Coverage: enable callers to place phone calls to any telephone in a pre defined local calling area.
- IntraLATA (Local Toll): carried by the long distance network.

Service Access Codes (SAC) - SACs are non-geographic area codes (often referred to as NPAs) assigned for special network uses. These codes include 500,700, and 8XX.

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, CONTINUED

4.1.5 Term and Volume Business Plans Rates and Charges

A. Business Plan 1 – A Pricing:

| | <u>MRC</u> | <u>Block20* DID's</u> | | <u>Block of 100* DID's</u> | |
|-------------------|------------|-----------------------|------------|----------------------------|------------|
| | | <u>MRC</u> | <u>NRC</u> | <u>MRC</u> | <u>NRC</u> |
| <u>24 Months:</u> | \$410.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |
| <u>36 Months:</u> | \$401.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |

*where available

B. Business Plan 1 – L Pricing:

| | <u>MRC</u> | <u>Block20* DID's</u> | | <u>Block of 100* DID's</u> | |
|-------------------|------------|-----------------------|------------|----------------------------|------------|
| | | <u>MRC</u> | <u>NRC</u> | <u>MRC</u> | <u>NRC</u> |
| <u>24 Months:</u> | \$519.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |
| <u>36 Months:</u> | \$510.00 | \$6.00 | \$6.00 | \$25.00 | \$30.00 |

*where available

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, CONTINUED

4.1.5 Term and Volume Business Plans Rates and Charges,

Continued C. **Business Plan 2:**

| | # of Channels | MRC | Installation fee |
|------------------|---------------|----------|------------------|
| <u>12 Months</u> | 1 (64k) | \$107.00 | \$198.00 |
| | 2(128k) | \$156.00 | \$198.00 |
| | 4(256k) | \$219.00 | \$198.00 |
| | 6(384k) | \$276.00 | \$198.00 |
| | 8(512k) | \$332.00 | \$198.00 |
| | 12(768k) | \$360.00 | \$198.00 |
| | 16(1024k) | \$377.00 | \$198.00 |
| <u>24 Months</u> | 1 (64k) | \$100.00 | waived |
| | 2(128k) | \$147.00 | waived |
| | 4(256k) | \$208.00 | waived |
| | 6(384k) | \$263.00 | waived |
| | 8(512k) | \$317.00 | waived |
| | 12(768k) | \$343.00 | waived |
| | 16 (1024k) | \$358.00 | waived |
| <u>36 Months</u> | 1 (64k) | \$95.00 | waived |
| | 2(128k) | \$139.00 | waived |
| | 4 (256k) | \$197.00 | waived |
| | 6 (384k) | \$250.00 | waived |
| | 8 (512k) | \$300.00 | waived |
| | 12 (768k) | \$326.00 | waived |
| | 16 (1024k) | \$339.00 | Waived |

SECTION 4 - DESCRIPTION OF SERVICE AND RATES

4.1 DEDICATED DIGITAL BUSINESS LOCAL SERVICES, CONTINUED

4.1.5. Term and Volume Business Plans Rates and Charges, Continued

D. Other Applicable Rates:

| | <u>MRC</u> |
|--------------|------------|
| PICC/Channel | \$1.19 |

4.1.6. Directory Listing

Company provides one free primary listing per trunk group in the Incumbent Local Exchange Carrier's (ILEC) directories. This includes a one-line listing in the white pages and a one-line heading in the yellow pages.

| | <u>MRC</u> | <u>NRC</u> |
|---|------------|------------|
| Primary Listing | Included | Included |
| Additional non-primary listing | \$6.00 | \$35.00 |
| Additional changes or deletions to | | |
| First non-primary listing | \$0.00 | \$35.00 |
| 2 nd and subsequent non-primary listings | \$6.00 | \$9.00 |
| Additional changes or deletions to | | |
| 2" and subsequent non-primary listing | \$0.00 | \$9.00 |
| Caption | \$6.00 | \$0.00 |
| Line of information | \$6.00 | \$0.00 |
| Non-listed | \$3.50 | \$34.71 |
| Non-published | \$4.95 | \$34.71 |

SECTION 5 - LOCAL SERVICE AREAS

5.1. LOCAL SERVICE AREA DESCRIPTION

5.1.1. General Description

PNG offers service in all of the Qwest exchanges and incorporates by reference all of the exchange maps in the Qwest Corporation's Exchange and Network Services Tariff No. 23.

5.1.2. List of Exchange Areas and Local Calling Areas (LCA)

The 303/720 Local Calling Area, hereinafter referred to as the "Greater Denver LCA" consists of the following exchanges and zones: Allenspark, Arvada, Aurora, Bailey, Boulder, Brighton, Broomfield, Castle Rock, Central City, Coal Creek Canyon, Deckers, Denver, Elbert, Elizabeth, Englewood, Erie, Evergreen, Fort Lupton, Frederick, Georgetown, Golden, Hudson, Idaho Springs, Keenesburg, Kiowa, Lafayette-Louisville, Lakewood, Littleton, Longmont, Lookout Mountain, Lyons, Morrison, Nederland, Parker, Sullivan, Ward; Byers and Deer Trail wire centers of Bijou Telephone Co-op Association, Inc.; Bennett wire center of Eastern Slope Rural Telephone Association, Inc.; Strasburg wire center of Strasburg Telephone Company, Inc.

| <u>EXCHANGE AREA</u> | <u>LCA</u> |
|----------------------|---|
| Aguilar | Trinidad, Walsenburg; Branson and Weston wire centers of CenturyTel of Eagle |
| Alamosa | Del Norte, Monte Vista, South Fork; Blanca wire center of Blanca Telephone Co.; Crestone and Mosca wire centers of Columbine Telephone Company; Antonito, Center, Creede, La Jara, Manassa and San Luis wire centers of CenturyTel of Eagle |
| Allenspark | Greater Denver LCA, Estes Park, Mead |
| Aspen | Basalt, Carbondale, Glenwood Springs |
| Bailey | Greater Denver LCA, Fairplay, Woodland Park wire center of Colorado Springs Exchange |

EXCHANGE AREA

LCA

| | |
|--------------|--|
| Basalt | Aspen, Carbondale, Glenwood Springs |
| Bayfield | Durango, Silverton; Allison, Pagosa Springs, Pagosa West wire centers of CenturyTel of Colorado; Ignacio wire center of CenturyTel of Eagle |
| Berthoud | Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Johnstown-Milliken, LaSalle, Longmont, Loveland, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company. |
| Boulder | Greater Denver LCA |
| Breckenridge | Dillon, Fairplay, Leadville, Vail |
| Brighton | Greater Denver LCA; Roggen wire center of Roggen Telephone Cooperative Company |
| Broomfield | Greater Denver LCA |
| Brush | Fort Morgan, Hillrose, Sterling, Weldona; Willard wire center of Willard Cooperative Telephone Company, Woodrow wire center of Eastern Slope Rural Telephone Association; Akron wire center of CenturyTel of Eagle |
| Buena Vista | Fairplay, Leadville, Salida |
| Calhan | Peyton; Air Force Academy, Black Forest, East, Gatehouse, Main, Pikeview and Security wire centers of the Colorado Springs Exchange; Simla wire center of Big Sandy Telecommunications, Inc. |

EXCHANGE AREA

Canon City

Carbondale

Castle Rock Central

City Coal Creek

Canyon Colorado

Colorado Springs

Exceptions

Air Force Academy
wire center of the
Colorado Springs
Exchange

Black Forest wire center of
the Colorado Springs
Exchange

East, Gatehouse,
Main, and Pikeview
centers of the
Colorado Springs Exchange

Green Mountain Falls and
Manitou Springs Colorado
Springs Exchange

LCA

Florence; Main, Sunset, Vineland and
West wire centers of the Pueblo
Exchange; Howard, Pike Trails and
Westcliffe wire centers of CenturyTel of
Eagle

Aspen, Basalt, Glenwood Springs, New
Castle, Parachute, Rifle, Silt

Greater Denver LCA

Greater Denver LCA

Greater Denver LCA

Calhan, Peyton

Calhan, Peyton; El Paso wire center of El
Paso County Telephone Company; Simla
wire center of Big Sandy
Telecommunications, Inc.

Calhan, Cripple Creek-Victor, Peyton; El
Paso and Rush wire centers of El Paso
County wire Telephone Company; Simla
wire center of Big Sandy
Telecommunications, Inc.; Lake George
wire center of CenturyTel of Eagle

Cripple Creek-Victor; Lake George wire
center of CenturyTel of Eagle

EXCHANGE AREA

LCA

| | |
|--|---|
| Security wire center of the Colorado Springs Exchange | Calhan, Cripple Creek-Victor, Peyton; El Paso and Rush wire centers of El Paso County Telephone Company; Lake George wire center of CenturyTel of Eagle |
| Woodland Park wire center of the Colorado Springs Exchange | Bailey, Cripple Creek-Victor, Deckers; Lake George wire center of CenturyTel of Eagle |
| Cortez | Durango, Mancos, Mesa Verde; Rico wire center of Rico Telephone Company; Pleasant View wire center of Farmers Telephone Co., Inc; Dolores and Dove Creek wire centers of CenturyTel of Eagle |
| Craig | Hayden, Meeker, Oak Creek, Steamboat Springs, Yampa; Dinosaur, Maybell and Rangely wire centers of CenturyTel of Eagle |
| Crested Butte | Gunnison, Montrose; Arrowhead wire center of the Nucla-Naturita Telephone Company |
| Cripple Creek-Victor | Fairplay; East, Gatehouse, Green Mountain Falls, Main, Manitou Springs, Pikeview, Security and Woodland Park wire centers of Colorado Springs Exchange; Lake George and Pike Trails wire centers of CenturyTel of Eagle |
| De Beque | Fruita, Grand Junction, Palisade, Parachute; Collbran and Mesa wire centers of CenturyTel of Eagle |

EXCHANGE AREA

LCA

Deckers

Greater Denver LCA, Fairplay;
Woodland Park wire center of the
Colorado Springs Exchange

Del Norte

Alamosa, Monte Vista; Center, Creede
and Saguache wire centers of CenturyTei
of Eagle

Delta

Fruita, Grand Junction, Montrose, Olathe;
Cedaredge, Crawford, Eckert, Hotchkiss,
Paonia and Somerset wire centers of Delta
County Co-op Telephone Company

Dillon

Breckenridge, Fairplay, Georgetown,
Krcmmling, Leadville, Vail

Durango

Bayfield, Cortez, Mancos, Mesa Verde,
Silverton; Allison, Marvel, Pagosa
Springs, Pagosa West wire centers of
CenturyTei of Colorado; Dolores and
Ignacio wire centers of CenturyTei of
Eagle

Eaton-Ault

Berthoud, Estes Park, Fort Collins,
Gilcrest, Greeley, Johnstown-Milliken,
La Salle, Loveland, Mead, Platteville,
Windsor; Nunn wire center of the Nunn
Telephone Company; Briggsdale and
Grover wire centers of Wiggins
Telephone Association

Elbert

Greater Denver LCA

Elizabeth

Greater Denver LCA

Erie

Greater Denver LCA

EXCHANGE AREA

Estes Park

Evergreen

Fairplay

Florence

Fort Collins

Fort Lupton

LCA

Allenspark, Berthoud, Eaton-Ault, Fort Collins, Gilcrest, Greeley, Johnston-Milliken, La Salle, Loveland, Lyons, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company, Briggsdale and Grover wire centers of Wiggins Telephone Association

Greater Denver LCA

Bailey, Breckenridge, Buena Vista, Cripple Creek, Deckers, Dillon; Hartsel wire center of South Park Telephone Company; Lake George and Pike Trails wire centers of CenturyTel of Eagle

Canon City; Main, Sunset, Vineland and West wire centers of the Pueblo Exchange; Westcliffe wire center of CenturyTel of Eagle

Berthoud, Eaton-Ault, Estes Park, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Loveland, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company; Red Feather Lakes and Walden wire centers of CenturyTel of Eagle

Greater Denver LCA, Platteville

EXCHANGE AREA

Fort Morgan

Fraser

Frederick Fruita

Georgetown

Gilcrest

Glenwood Springs

Granby

LCA

Brush, Hillrose, Sterling, Weldona;
Woodrow wire center of Eastern Slope
Rural Telephone Association; New
Raymer and Wiggins wire centers of
Wiggins Telephone Association;
Stoneham wire center of Stoneham
Cooperative Telephone Company;
Willard wire center of Willard
Cooperative Telephone Company; Akron
wire center of CenturyTel of Eagle

Granby, Grand Lake, Hot Sulphur
Springs, Kremmling

Greater Denver LCA

De Beque, Delta, Grand Junction,
Montrose, Olathe, Palisade, Parachute

Greater Denver LCA, Dillon

Berthoud, Eaton-Ault, Estes Park, Fort
Collins, Gilcrest, Greeley,
Johnstown-Milliken, La Salle, Loveland,
Mead, Platteville, Windsor; Nunn wire
center of the Nunn Telephone Company

Aspen, Basalt, Carbondale, New Castle,
Parachute, Rifle, Silt; Gypsum, Eagle and
McCoy wire centers of CenturyTel of
Eagle

Fraser, Grand Lake, Hot Sulphur Springs,
Kremmling

EXCHANGE AREA

Grand Junction

LCA

De Beque, Delta, Fruita, Montrose,
Olathe, Palisade, Parachute; Gateway,
Nucla-Naturita and Paradox wire centers
of Nucla-Naturita Telephone Company;
Cedaredge, Crawford, Eckert, Hotchkiss,
Paonia and Somerset wire centers of Delta
County Co-op Telephone Company;
Collbran and Mesa wire centers of
CenturyTel of Eagle

Grand Lake

Fraser, Granby, Hot Sulphur Springs,
Kremmling

Greeley

Berthoud, Eaton-Ault, Estes Park, Fort
Collins, Gilcrest, Hudson,
Johnstown-Milliken, Keenesburg, La
Salle, Loveland, Mead, Platteville,
Weldona, Windsor; Roggen wire center of
Roggen Telephone Cooperative Company;
Nunn wire center of the Nunn Telephone
Company; Briggsdale, Grover, New
Raymer and Wiggins wire centers of
Wiggins Telephone Association;
Stoneham wire center of Stoneham
Cooperative Telephone Company

Gunnison

Crested Butte, Montrose; Lake City wire
center of CenturyTel of Eagle; Arrowhead
wire center of the Nucla-Naturita
Telephone Company

Hayden

Craig, Oak Creek, Steamboat Springs,
Yampa

Hillrose

Brush, Fort Morgan, Sterling, Weldona;
Willard wire center of Willard
Cooperative Telephone Company; Akron
wire center of CenturyTel of Eagle

EXCHANGE AREA

LCA

| | |
|----------------------|---|
| Hot Sulphur Springs | Fraser, Granby, Grand Lake, Kremmling |
| Hudson | Greater Denver LCA, Greeley, La Salle |
| Idaho Springs | Greater Denver LCA |
| Johnstown-Milliken | Berthoud, Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, La Salle, Loveland, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company |
| Julesburg | Sterling; Crook wire center of Haxtun Telephone Company |
| Keenesburg | Greater Denver LCA, Greeley, La Salle; Roggen wire center of Roggen Telephone Cooperative Company |
| Kiowa | Greater Denver LCA |
| Kremmling | Dillon, Fraser, Granby, Grand Lake, Hot Sulphur Springs |
| Lafayette-Louisville | Greater Denver LCA |
| La Salle | Berthoud, Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Hudson, Johnstown-Milliken, Keenesburg, La Salle, Loveland, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company |
| Leadville | Breckenridge, Buena Vista, Dillon, Salida, Vail |

EXCHANGE AREA

Limon

LCA

Arriba, Genoa, Hugo, and Karval wire centers of Eastern Slope Rural Telephone Association; Simla wire center of Big Sandy Telecommunications, Inc.; Agate wire center of Agate Mutual Telephone Company

Longmont

Berthoud, Greater Denver LCA, Mead, Platteville

Lookout Mountain

Greater Denver LCA

Loveland

Berthoud, Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company

Lyons

Greater Denver LCA, Estes Park, Mead

Mancos

Cortez, Durango, Mesa Verde; Dolores wire center of CenturyTel of Eagle

Mead

Allenspark, Berthoud, Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Johnstown- Milliken, La Salle, Longmont, Loveland, Lyons, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company

Meeker

Craig; Dinosaur, Maybell and Rangely wire centers of CenturyTel of Eagle

Mesa Verde

Cortez, Durango, Mancos; Rico wire center of Rico Telephone Company; Pleasant View wire center of Farmers Telephone Co., Inc; Dolores and Dove Creek wire centers of CenturyTel of Eagle

EXCHANGE AREA

Monte Vista

LCA

Alamosa, Del Norte; Mosca wire center of Columbine Telephone Company; Center, Creede, La Jara and Saguache wire centers of CenturyTel of Eagle

Montrose

Crested Butte, Delta, Fruita, Grand Junction, Gunnison, Olathe, Ouray, Ridgway, Silverton, Tellunde; Norwood wire center of CenturyTel of Eagle, Arrowhead, Nucla-Naturita and Paradox wire centers of Nucla-Naturita Telephone Company

Morrison

Greater Denver LCA

Nederland

Greater Denver LCA

New Castle

Carbondale, Glenwood Springs, Parachute, Rifle, Silt

Oak Creek

Craig, Hayden, Steamboat Springs, Yampa

Olathe

Delta, Fruita, Grand Junction, Montrose

Ouray

Montrose, Ridgway, Silverton, Tellunde

Palisade

De Beque, Fruita, Grand Junction, Parachute; Collbran and Mesa wire centers of CenturyTel of Eagle

Parachute

Carbondale, De Beque, Fruita, Glenwood Springs, Grand Junction, New Castle, Palisade, Rifle, Silt

Parker

Greater Denver LCA

EXCHANGE AREA

Peyton

Platteville

Pueblo

- Avondale wire center of the Pueblo exchange

- Main, Sunset, Vineland and West wire centers of the Pueblo Exchange

LCA

Calhan; Air Force Academy, Black Forest, East, Gatehouse, Main, Pikeview, and Security wire centers of Colorado Springs Exchange; Simla wire center of Big Sandy Telecommunications, Inc.

Berthoud, Eaton-Ault, Estes Park, Fort Collins, Fort Lupton, Gilcrest, Greeley, Johnstown- Milliken, La Salle, Longmont, Loveland, Mead, Windsor; Nunn wire center of Nunn Telephone Company

Walsenburg; Fowler, Gardner, Manzanola and Ordway wire centers of CenturyTel of Eagle

Canon City, Florence, Walsenburg; Beulah wire center of Pine Drive Telephone Company; Colorado City and Rye wire centers of Rye Telephone Company; Fowler, Gardner, Manzanola and Ordway wire centers of CenturyTel of Eagle

EXCHANGE AREA

Ridgway

Rifle

Salida

Silt

Silverton

Steamboat Springs

Sterling

LCA

Montrose, Ouray, Silverton, Telluride;
Norwood wire center of CenturyTel of
Eagle

Carbondale, Glenwood Springs, New
Castle, Parachute, Silt

Buena Vista, Leadville; Howard and
Saguache wire centers of CenturyTel of
Eagle

Carbondale, Glenwood Springs, New
Castle, Parachute, Rifle

Bayfield, Durango, Montrose, Ouray,
Ridgway

Craig, Hayden, Oak Creek, Yampa;
Walden wire center of CenturyTel of
Eagle

Brush, Fort Morgan, Hillrose, Julesburg;
Crook, Fleming and Haxtun wire centers
of Haxtun Telephone Company; Akron
wire center of CenturyTel of Eagle, Peetz
wire center of Peetz Cooperative
Telephone Company; Stoneham wire
center of Stoneham Cooperative
Telephone Company; Willard wire center
of Willard Cooperative Telephone
Company; New Raymer wire center of
Wiggins Telephone Association; Holyoke
wire center of the Phillips County
Telephone Company; Otis wire center of
CenturyTel of Eagle

EXCHANGE AREA

Telluride

LCA

Montrose, Ouray, Ridgway; Rico wire center of Rico Telephone Company; Norwood wire center of CenturyTel of Eagle

Trinidad

Aguilar, Walsenburg; Kim wire center of Rye Telephone Company; Branson and Weston wire centers of CenturyTel of Eagle

Vail

Breckenridge, Dillon, Leadville; Gypsum, Edwards, Eagle and McCoy wire centers of CenturyTel of Eagle

Walsenburg

Aguilar, Trinidad, Pueblo; Gardner and La Veta wire centers of CenturyTel of Eagle

Ward

Greater Denver LCA

Weldona

Brush, Fort Morgan, Greeley, Hillrose; Wiggins wire center of Wiggins Telephone Association

Windsor

Berthoud, Eaton-Ault, Estes Park, Fort Collins, Gilcrest, Greeley, Johnstown-Milliken, La Salle, Loveland, Mead, Platteville, Windsor; Nunn wire center of the Nunn Telephone Company

Yampa

Craig, Hayden, Oak Creek, Steamboat Springs